Yukon
Government

2006 Yukon Child Care Survey

Report on the results of the

Yukon Licensed Child Care Services User Questionnaire

September, 2006

Prepared by the Yukon Bureau of Statistics for
Child Care Services Unit
Department of Health & Social Services
Government of Yukon

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This report discusses the main design, methodology, and findings of the Yukon Licensed Child Care Services User Survey.

1. Background and Rationale

The purpose of the survey is to assist the department of Health and Social Services Child Care Services Unit to better understand:

- the concerns users of licensed child care services have with day care services
- the concerns users of licensed child care services have with the regulations governing child care services
- how the Child Care Services Unit can improve their services to the users of licensed child care services.

Information gathered through this survey will be used to plan for changes or improvements to the current system.

The following agencies were involved:

- Yukon Department of Health and Social Services, Child Care Services Unit
- Yukon Bureau of Statistics

2. Main Constraints

The main constraints in the design and interpretation of the Licensed Child Care Services User Survey are:

- Limited ability to generalize the results of the survey to all parents/guardians using licensed child care services. Respondents to the survey were limited to a random sampling of only those who receive a child care subsidy from the Government of Yukon (or had received a subsidy in the last fiscal year.)
- Veracity of respondent answers. Although respondents were assured confidentiality and anonymity by the interviewer, concerns over losing their subsidy or other ramifications may have made respondents a little less forthright in bringing forward their concerns with the Child Care Services Unit.

3. Data Collection Objectives

The key data collection objectives of the Licensed Child Care User Survey are as follows:

1. to develop a profile of licensed child care services from the users perspective:
   - reasons for selecting the type of care used
   - additional supports needed to address physical, developmental or behavioural needs
   - satisfaction with present child care arrangements
   - perception of quality of care received
   - concerns with licensed child care in Yukon
2. to assess the priorities of respondents regarding actions that could be taken with respect to licensed child care services
3. to assess the satisfaction of respondents with respect to the service received from Child Care Services Unit, and what, if anything, the unit could do to improve their service to clients.

4. Design and Operations

4.1. Questionnaire Content

The Licensed Child Care User questionnaire content follows quite closely those used in other jurisdictions. Some questions were modified to reflect Yukon priorities and the reality of living in the Yukon.

4.2 Data Collection

Telephone interviews, supplemented with face-to-face interviews where necessary, were used to collect data. Four interviewers were trained to administer the survey questionnaire. All interviews were conducted between late spring and early fall 2005. Follow-up interviews were completed in March, 2006. The interviewers' normal telephone working schedule was from 9:30 am to 9:00 pm Monday to Thursday, and from 9:30 am to 4:30 pm on Saturday. A minimum of 10 call-backs were placed to unanswered telephone numbers. In addition, many individuals who refused to participate on the first contact were re-contacted by a senior interviewer in order to maximize participation.

4.3 Participation & Sample Evaluation

A sample frame was developed from a master list of individuals receiving Child Care Subsidy from the Child Care Services Unit during the 2005-2006 period. Personal contact information including name, address and phone number were used to track randomly selected respondents. The following table provides a summary of the survey operations.

Invalid contact information: non-working number, fax, cell	65
No contact: No phone number, No answer, answering machine, etc	46
Contact but no survey due to: Absent for duration, language barrier, etc	24
Non-interviews: special circumstances	3
Completed Surveys	321
Refusals	7
Total of all selected respondents	466
Refusal Rate Percentage	2.18%

For further information, please see Appendix 1.1 Detailed Operational Summary Table

5. Summary of Findings

Summary

Who participated in the Licensed Child Care User Survey?

The majority of participants responding to the questionnaire were:

- female
- single (never married)
- had only one child in child care
- the legal guardian of the child(ren) in child care
- needed child care services during regular work hours

Utilization Profile of Licensed Child Care

Respondents were divided fairly evenly between the four types of licensed child care: Family Day Home, First Nation Day Care, For Profit Day Care, and Non Profit Day Care. Most analysis in this report was done by comparing answers from these four categories.

Only 10% of respondents said that their child needed additional support to address physical, developmental or behavioural needs. Almost all of these respondents said that these needs for support were currently being met (the most common additional support required was for speech therapy).

Over four-fifths of all respondents said they chose the particular type of care that they did because 1) the overall quality of service provided was good; 2) the hours of operation met their needs; 3) the location of the operation was convenient; and 4) there was space available.

Almost all (90%) of the respondents said that they were satisfied with their present child care arrangements; and three fourths indicated satisfaction with the amount they paid for these arrangements. Concerns in these areas included: poor quality of care, staffing issues, programming at the child care centre, having to pay twice during closures/vacations, the amount required to pay 'out of pocket', and the cost effectiveness of working and being on the program.

Respondents Priorities for Action

When asked to examine the quality of care that their child received, one-third of all respondents indicated that in the past year they had been concerned that their child was getting sick as a result of being in child care. Nearly the same amount had been concerned that the regular activities or programming for the children was limited. Other concerns raised included: qualification/training of staff, proper supervision of children, the value of working when child care costs are so high, the level of government support received, and wage of child care workers.

After identifying areas that needed attention, respondents then selected actions that they felt should be taken to help improve the licensed child care services program. Respondents assigned high levels of importance to: increasing funding for children with special needs, assistance in recruitment/training/retention of child care workers, decreasing the cost for low income families, and increasing the wage of child care providers.

Respondents Review of Child Care Services Unit

In general, most respondents indicated overall agreement with statements describing their satisfaction with different aspects of the service received from the Child Care Services unit. The highest level of agreement was with the statement "Overall, I am treated fairly by the Child Care Services Unit", and the least was with the statement "Staff go the extra mile to help me get what I need'.

About a quarter of the respondents indicated that there was nothing that the Unit could do to improve its service to them. The remaining three-fourths' suggestions included the following themes: improve the quality of service, broaden the 'income/means' test, make the service more understandable, don't cut off subsidy so quickly while taking so long to approve, increase the amount of subsidy, increase support to the industry, and improve Unit monitoring/inspection.

Along the same lines, those who reported experiencing problems with the Unit (15%) had the following issues: staff are poorly organized and provide conflicting information, staff complicate an already frustrating application process, program policies penalize clients, staff do not act in a professional manner, the complexity of the program creates difficulty for all involved, and the program is weak in enforcement.

6. Detailed Findings

6.1 Profile of Respondents to Licensed Child Care Services User Survey

Demographic Information

Of the 321 people who responded to the workshop survey, the majority were:

- Single (never married), 49%
- The legal guardian of the child, 98%

After 'single (never married)', the most common responses were: 'married' (17%), 'separated' (15%), 'common-law' (14%), 'divorced' (4%), and 'widowed' (1%).

For a further breakdown of the data see Appendix 1.4 Demographic Information Data Tables

6.2 Licensed Child Care Services User Survey - Data Summary

Details

Utilization Profile of Licensed Child Care

Type of licensed child care chosen

Clients were asked which type of licensed child care they chose to put their child(ren) in. Their answers were split somewhat evenly, with 30% of all respondents selecting 'For Profit Day Care', 30% selecting 'Non-Profit Day Care', 25% selecting 'Family Day Home' and 13% selecting 'First Nation Day Care'.

Number of children in licensed child care

Slightly over half of all respondents, 59%, indicated that they had only one child in licensed child care. Another third, 35%, indicated that they had two children in child care. The remaining respondents, 6%, reported more than two children in child care.

Of those respondents with multiple children in child care, 6 respondents reported that each of their two children were in a different type of licensed child care.

Additional support needed

When asked if their child required additional support, 10% of respondents said "Yes". Of these, the most commonly reported need was for speech therapy, 47%; the next closest being support for behavioural needs, 14%; and support for development needs, 12%. Almost all respondents with children requiring additional support, 92%, felt that these needs were currently being met.

Reasons for selecting the type of care you presently use

Respondents were provided with a list of statements describing reasons for selecting the type of care they presently use and were asked to indicate if any of the given statements was a factor in their decision on the type of care they chose. Following is a list of the percentage of respondents agreeing with each particular reason:

- the overall quality of service provided was good, 87%
- the hours of operation met my needs, 86%
- the location of the operation was convenient, 85%
- there was space available, 84%
- the cost was reasonable, 63%
- it offered needed specific programs or services, 53%
- other reasons, 44%

The most common reasons provided by clients of Family Day Homes were:

- the overall quality of service provided was good, 91%
- there was space available, 89%
- the hours of operation met my needs, 87%

The most common reasons provided by clients of First Nation Day Care were:

- the location of the operation was convenient, 88%
- the overall quality of service provided was good, 81%
- there was space available, 81%

The most common reasons provided by clients of For Profit Day Care were:

- the hours of operation met my needs, 87%
- the location of the operation was convenient, 86%
- the overall quality of service provided was good, 85%

The most common reasons provided by clients of Non Profit Day Care were:

- the overall quality of service provided was good, 88%
- the location of the operation was convenient, 86%
- the hours of operation met my needs, 86%

When asked "Of the reasons you've provided, which one would you say is the most important reason in selecting the type of care that you have?", the most common reasons selected were:

- the overall quality of service provided was good, 37%
- other reasons, 22%
- the location of the operation was convenient, 17%

Please refer to Appendix 1.5 Long Answers Q4.111 for a detailed listing of other reasons.

Hours typically required for child care services

Respondents were asked to choose from a list all times that they typically required child care services. Almost all, 78%, said they needed child care during regular work hours (e.g. 8:30 a.m. to 5:00 p.m.). 15% said 'other times', 4% said 'weekends/holidays' and 3% said 'shift work'.

The most common specifications from all respondents for 'other times' were:

- after school care, 39%
- during school hours, 19%
- part time care (e.g. a couple of hours for a couple of days a week), 18%

The most common times provided by clients of Family Day Homes were,

- during regular work hours, 70%
- other times, 18%
- weekends/holidays, 8%

The most common times provided by clients of First Nation Day care were,

- during regular work hours, 87%
- other times, 15%
- shift work, 4%

The most common times provided by clients of For Profit Day Care were,

- during regular work hours, 79%
- other times, 15%
- weekends/holidays, 4%

The most common times provided by clients of Non Profit Day Care were,

- during regular work hours, 80%

- other times, 16%
- weekends/holidays, 3%

Satisfaction with present child care arrangements

Respondents were asked if, overall, they were satisfied with their present child care arrangements. Of all the respondents, 90% said 'yes' and 10% said 'no'.

Responses provided by clients of Family Day Homes were,

- yes, 92%
- no, 8%

Responses provided by clients of First Nation Day Care were,

- yes, 90%
- no, 10%

Responses provided by clients of For Profit Day Care were,

- yes, 90%
- no, 10%

Responses provided by clients of Non Profit Day Care were,

- yes, 87%
- no, 13%

The most common reasons given for why the clients were satisfied were:

- meets my needs, 31%
- quality of care is good, 22%
- it is convenient, 19%

The most common reasons given for why the clients were not satisfied were:

- quality of care is poor, 33%
- staff are unreliable, high turnover, little training, 23%
- little age-specific programs/activities, 14%

Cost of present child care arrangements

Respondents were asked if, overall, they felt that they paid too much for their present child care arrangements. Of all the respondents, 24% said 'yes' and 76% said 'no'. There were some noteworthy differences in the responses between those who utilized different types of licensed child care:

Responses provided by clients of Family Day Homes were:

- yes, 26%

- no, 74%

Responses provided by clients of First Nation Day Care were:

- yes, 9%
- no, 91%

Responses provided by clients of For Profit Day Care were:

- yes, 22%
- no, 78%

Responses provided by clients of Non Profit Day Care were:

- yes, 31%
- no, 69%

Some responses given for why the clients felt they paid too much for child care were:

- a reflection of their current financial situation—they are on a limited/fixed income, paying for some of the costs 'out of pocket' even though they were able to meet the Child Services Unit 'means' test for subsidy
- questioning the amount of the subsidy and/or the 'means' test and continued application
- indicating that without the subsidy they would be better off staying at home with the children
- concerns with how child care services were priced—i.e. what is included or not included in the price (i.e. food, activities and part-time being priced as full-time)

Respondents' Priorities for Action

Concerns about the Quality of Care Received

Respondents were asked if, in the last 12 months, they had ever been concerned with any of the following quality of care issues:

- Staff are working without proper qualification or training, 18%
- Regular activities or programming for the children are limited, 28%
- Accidents or injuries to your child go unreported, 12%
- Your child is not receiving proper nutrition, 6%
- Your child is not being properly supervised, 15%
- Your child is getting sick from being in care, 33%
- Your child may be at risk of harm by being in care, 9%

Furthermore, 30% of respondents indicated that they had other concerns that they would like to raise about licensed child care. These included:

- the high cost of day care relative to what parents made; many questioned the value of going to work, paying up to ½ of their monthly income on day care when it would make better financial sense to not go to work and live off welfare

- questions on how day care service is priced and the fairness of having to pay double the amount for day care – once to the regular day care (when the primary care centre is closed for summer/holidays), and again to the other day care that the children have to go to
- call for child care providers to get more support – financially and otherwise – from government and increase the number of spaces available, especially for babies and younger children
- call for child care workers to receive a fair wage to reflect a minimum standard of training; and compensation to reflect the value of ongoing training
- question of the unevenness in the quality of programming, activities and facilities offered by different day cares and the need for more, and better trained, staff
- question the level of monitoring/inspection/investigation by Child Care Services Unit to ensure quality of service; more transparency when complaints are made or charges laid; and better background checks on day care workers

Actions that could be taken with respect licensed child care services

Respondents were asked to rate how important the following actions were with respect to licensed child care services. Responses included:

- Increase the number of licensed child care spaces in my community
- Increase the quality of the programs offered by licensed child care services
- Increase funding for children with special needs
- Decrease the cost of licensed child care services for low-income families
- Assist in the recruitment, training and retention of child care workers
- Support the use of community schools by child care programs or after school programs
- Improve the enforcement of existing regulations governing licensed child care
- Increase the wages of child care providers

Over two-thirds of respondents gave a rating of "5", that is they felt that it was very important to:

- Increase funding for children with special needs, 73%
- Assist in the recruitment, training and retention of child care workers, 68%
- Decrease the cost of licensed child care services for low income families, 67%

When asked "Of the actions you gave a rating of "5" to, which one action do you feel is the most important?" the top three selected actions were:

- Increase the wages of child care providers, 24%
- Decrease the cost of licensed child care services for low income families, 20%
- Assist in the recruitment, training and retention of child care workers, 12%;

Respondents Review of Child Care Services Unit

Satisfaction Rating

In general, most respondents indicate overall agreement with a given set of statements describing their satisfaction with different aspects of the service received from the Child Care Services unit. The highest level of agreement was with the statement "Overall, I am treated fairly by the Child Care Services Unit", and the least was with the statement "Staff go the extra mile to help me get what I need'

Respondents indicated 'agree' or 'strongly agree' by answering '4' or '5' to their level of agreement with the following statements about the unit:

- Overall, I am treated fairly by the Child Care Services unit, 86%
- The unit provides its service in an open and accountable manner, 82%
- Staff are knowledgeable and competent, 79%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 76%
- Staff are courteous, 75%
- Staff go the extra mile to help me get what I need, 70%

Responding clients with children in care in Family Day Homes indicated agreement with the statements:

- Staff go the extra mile to help me get what I need, 65%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 76%

Clients with children in care in First Nation Day Cares indicated agreement with the statements:

- Staff go the extra mile to help me get what I need, 76%
- Staff are knowledgeable and competent, 88%
- The unit provides its service in an open and accountable manner, 88%

Clients with children in care in For Profit Day Cares indicated agreement with the statement:

- Staff go the extra mile to help me get what I need, 75%
- Staff are knowledgeable and competent, 81%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 82%

Clients with children in care in Non Profit Day Cares indicated agreement with the statement:

- Staff go the extra mile to help me get what I need, 68%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 68%
- Staff are knowledgeable and competent, 74%

Suggestions for Improvement

When asked "What can the Unit do to improve their service for you?" 23% responded 'nothing'. Others had comments which are summarized in the following categories:

- Improve the quality of service, 16%

- Broaden the 'income/means' test to take more factors into consideration, 15%
- Make the service more understandable, 12%
- Don't be so quick to cut off subsidy, and don't take so long to approve, 11%
- Increase the amount of the subsidy, 8%
- Increase the support to industry to increase the number of spaces, 8%
- Improve the Unit's monitoring/inspection of licensed day cares, 6%

Problems experienced using the services of Child Care Services unit

Overall, 15% of respondents reported experiencing problems using the Child Care Services unit. The most common problems these respondents reported are summarized below:

- Program policies penalize clients, 16%
- Staff are poorly organized and provide conflicting information, 25%
- Staff complicate an already frustrating application process, 22%
- Staff do not act in a professional manner, 11%
- Complexity of the program creates difficulty for both staff and clients, 10%
- Program is weak in enforcement, 3%

Appendix 1.1 Detailed Operational Summary Table

Licensed Child Care Services User Survey		
Final Results		
Code	**Description**	**Totals**
02	Incorrect Phone Number	**36**
03	Non-working number	**27**
06	Cell Phone	**1**
11	No one home / no answer	**12**
13	Answering machine or service – no message left	**34**
20	Absent for duration of survey	**5**
21	Interview requested in French	**1**
30	Duplicate household	**1**
53	Vacant	**1**
56	Out of Scope	**17**
70	**Fully Complete**	**312**
71	**Partial Interview completed**	**1**
72	**Face to Face Interview completed**	**8**
80	Refusal	**7**
90	Unusual / special circumstances	**1**
91	Threat to safety – Face to Face Interview	**2**
Survey Sample		**466**
Total Number of Respondents (codes: 70, 71 and 72)		**321**
Reason for Refusal:		
Respondent said that this was her third survey tonight and she would really appreciate it if I don't call back. Senior interviewer called but the respondent hung up at question 2.		
Respondent said she doesn't want to answer any questions at all		
Just not interested		
Not interested tried to convince him but he still refused the survey. Second refusal when contacted by Senior Interviewer.		
Respondent said she had only used the child care temporarily and she would not be a good person to talk to and she refused to do the survey because of that		
Very nice lady but she is surveyed out. She normally would but she has been hit with so many the last couple of years.		
Does not do surveys but was nice about it. Second refusal by Senior Interviewer.		
Reason for Special Circumstance:		
Face to Face file. Visit to dwelling made. To much snow in the driveway to safely gain access to the dwelling.		
Family emergency please call back in a couple of weeks		
Face to Face file. Visit to the dwelling was made. Interviewers did not feel comfortable to proceed because of the condition of the property, very dirty.		

Licensed Child Care Services User Survey

Telephone Control Form

APPOINTMENTS	Appointment 1	Appointment 2	Appointment 3	Appointment 4
Date				
Time				

Interviewer: _____

Introduction:

Hello. This is _____ calling from the Yukon Bureau of Statistics in Whitehorse.

1. May I speak to… *read contact name from label…?*
   - ☐ Yes *(continue with introduction)*
   - ☐ No *(When would be a good time to call . . . .?).*

I am calling on behalf of the Yukon Government Child Care Services Unit. We are conducting a study on users perspectives of licensed child care services. Your answers will be kept strictly confidential and used for statistical purposes only. This will only take a few minutes of your time.

Call Coverage by Time of Day and Day of Week

Time Period	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:30 – 12:00						
12:01 – 16:00						
16:01 – 19:00						
19:01 – 21:00						

Record of Calls

Date Day/ Month	Start Hour/Min.	Finish Hour/Min.	Result Code	Int. Initials	Comments	Senior Code
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02						
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04						

Appendix 1.2 Survey Forms

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Comments:

Licensed Child Care Services User Survey

Interviewer: _____ *Edit:*_____

SECTION 1: Child Care Services Information

The following questions are about your experience with licensed child care services in the Yukon.

1. **How many children do you presently have in licensed child care?** ____ *(number)*
   (if none, ask – Thinking back to September 2005, have you had any children in licensed child care?)

2. **Does this child require additional support to address physical, developmental or behavioral needs?**
   ☐ Yes → **2.1 What type of additional support is needed?** ☐ d/k ☐ ref
   _____
   _____
   _____

   2.2 Are these needs currently being met?
   ☐ Yes ☐ No ☐ Don't Know ☐ Refuse

   ☐ No
   ☐ Don't Know ☐ Refuse

3. **What is the name of the licensed child care provider?**
   _____
   ☐ Don't Know
   ☐ Refuse

4. **The following statements provide reasons for selecting the type of care you presently use or have used since September 2005.**

   Yes No
   ☐ ☐ 1. The cost was reasonable
   ☐ ☐ 2. There was a space available
   ☐ ☐ 3. The hours of operation met my needs
   ☐ ☐ 4. The location of the operation was convenient
   ☐ ☐ 5. The overall quality of the service provided is good
   ☐ ☐ 6. It offers specific program/services that meet my needs (*specify)* _____
   _____
   _____

   ☐ ☐ 7. Other reasons *(specify)* _____
   _____
   _____

   ☐ Don't Know ☐ Refuse

(**Interviewer Note:** If only <u>one reason</u> selected, ask **Q 4.1.1-** Why is . . . important in selecting this type of child care?)

4.1 Of the reasons you've provided which one would you say is the most important reason in selecting the type of care that you have?

_____

☐ Don't Know ☐ Refuse

4.1.1 Why is that?

_____

_____

_____

☐ Don't Know ☐ Refuse

5. When do you typically require child care services? *(read, and mark all that apply)*

☐ During regular working hours (e.g. 8:30 am to 5:00 p.m.)
☐ Shift work
☐ Weekends/holidays
☐ Other times *(specify)* _____

_____

☐ Don't Know ☐ Refuse

6. Overall, are you satisfied with your present child care arrangements?

☐ Yes → **6.1 Why?** ☐ Don't Know ☐ Refuse

_____

_____

_____

_____

_____

☐ No → **6.2 Why not?** ☐ Don't Know ☐ Refuse

_____

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

7. Do you feel you pay too much for your present child care arrangements?

☐ Yes → 7.1 **Why?** ☐ Don't Know ☐ Refuse

_____

_____

_____

_____

_____

☐ No ☐ Don't Know ☐ Refuse

8. The following statements are about the quality of care your child (your children) receive while in licensed child care. In the past 12 months, have you ever been concerned .....

Yes	No	d/k	ref	
☐	☐	☐	☐	that staff were working without proper qualification or training
☐	☐	☐	☐	that regular activities or programming for the children are limited
☐	☐	☐	☐	that accidents or injuries to your child (children) go unreported
☐	☐	☐	☐	that your child is (children are) not receiving proper nutrition
☐	☐	☐	☐	that your child is (children are) not being properly supervised
☐	☐	☐	☐	that your child is (children are) getting sick from being in care
☐	☐	☐	☐	that your child (children) may be at risk of harm by being in care

9. Do you have any other concerns that you would like to raise about licensed child care?

☐ Yes → **9.1 What are these concerns?** ☐ Don't Know ☐ Refuse

_____
_____
_____
_____
_____

☐ No ☐ Don't Know ☐ Refuse

For this next question, I'm going to read a list of statements.

10. On a scale from 1 to 5 where 1 represents 'not at all important' and 5 represents 'very important', rate how important you feel the following actions are with respect to licensed child care services. *(rotate starting point, then read list sequentially)*

1= not at all important ... 2 ... 3 ... 4 ... 5= very important 7= d/k 8= refused

__ 1. Increase the number of licensed child care spaces in my community
__ 2. Increase the quality of the programs offered by licensed child care services
__ 3. Increase funding for children with special needs
__ 4. Decrease the cost of licensed child care services for low income families
__ 5. Assist in the recruitment, training and retention of child care workers
__ 6. Support the use of community schools by child care programs or after school programs
__ 7. Improve the enforcement of existing regulations governing licensed child care
__ 8. Increase the wages of child care providers

10.1 Of the actions you rated "5", which one do you feel is the most important?

_____
☐ Don't Know ☐ Refuse

10.2 What are some of the reasons you have for selecting this action as the most important?

_____
_____
_____
☐ Don't Know ☐ Refuse

SECTION 2: Child Care Services Unit

11. On a scale from 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how satisfied are you with the service you have received from the Yukon Government Child Care Services Unit?

	Strongly Disagree 1	2	3	4	*Strongly Agree* 5	*Don't Know*	*Refuse*
a) Overall, I am satisfied with the amount of time it takes to get the service I need.	☐	☐	☐	☐	☐	☐	☐
b) Staff are knowledgeable and competent.	☐	☐	☐	☐	☐	☐	☐
c) Staff go the extra mile to help me get what I need.	☐	☐	☐	☐	☐	☐	☐
d) Staff are courteous.	☐	☐	☐	☐	☐	☐	☐
e) Overall, I am treated fairly by the Child Care Services Unit.	☐	☐	☐	☐	☐	☐	☐
f) The Child Care Services Unit provides its service in an open and accountable manner.	☐	☐	☐	☐	☐	☐	☐

12. What can the Yukon Government Child Care Services Unit do to improve their service for you?

_____
_____
_____
_____
_____

☐ Don't Know ☐ Refuse

13. Have you experienced any problems using the Yukon Government Child Care Services Unit?

☐ Yes → **13.1 Please describe the problems you experienced.**

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

☐ No
☐ Don't Know ☐ Refuse

Appendix 1.2 Survey Forms

SECTION 3: **Demographics**

14. What is your current marital status? Are you . . .

- ☐ Married
- ☐ Divorced
- ☐ Common-law
- ☐ Separated
- ☐ Widowed
- ☐ Single (that is, never married)
- ☐ Don't Know ☐ Refuse

15. Are you the legal guardian of the child (children)?

- ☐ Yes
- ☐ No ☐ Don't Know ☐ Refuse

SECTION 4: **Comments**

16. Do you have any other comments you would like to make?

_____
_____
_____
_____
_____
_____
_____

Thank the respondent for their time and co-operation!

Multiple Children in Care Supplement

Form # _____ ***Interviewer:*** _____
Child # ____ ***Edit:*** _____

2. Does this child require additional support to address physical, developmental or behavioral needs?

☐ Yes → **2.1 What type of additional support is needed?** ☐ d/k ☐ ref

_____
_____
_____

2.2 Are these needs currently being met?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

☐ No
☐ Don't Know ☐ Refuse

3. What is the name of the licensed child care provider?

_____

☐ Don't Know
☐ Refuse

4. The following statements provide reasons for selecting the type of care you presently use or have used since September 2005.

Yes	No	
☐	☐	1. The cost was reasonable
☐	☐	2. There was a space available
☐	☐	3. The hours of operation met my needs
☐	☐	4. The location of the operation was convenient
☐	☐	5. The overall quality of the service provided is good
☐	☐	6. It offers specific program/services that meet my needs (*specify)* _____

_____
_____

☐ ☐ 7. Other reasons *(specify)* _____

_____
_____

☐ Don't Know ☐ Refuse

(**Interviewer Note:** If only <u>one reason</u> selected, ask **Q 4.1.1-** Why is . . . important in selecting this type of child care?)

4.1 Of the reasons you've provided which one would you say is the most important reason in selecting the type of care that you have?

_____

☐ Don't Know ☐ Refuse

4.1.1 Why is that?

_____
_____
_____

☐ Don't Know ☐ Refuse

Appendix 1.3 Preliminary Data Summary – Detailed Tables

Section 1 – Child Care Services Information

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
	100 *	25	13	30	30
1. Number of children in licensed child care (profile based on representative random sample)					
1 child	59	73	46	56	60
2 children	35	22	49	36	32
3 children	5	5	5	6	5
4 children	1	0	0	1	2
(not stated = 2)					

*note: Of all respondents with multiple children in care only 6 respondents, (2% of all respondents) indicated that each of their children were in a different type of licensed care. Each of these respondents had 2 children in care.

	Type of Licensed Child Care				
Total Number of children in sample (n=474)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
2. Does this child require additional support?					
Yes	10	12	15	11	5
No	90	88	85	89	95
(not stated = 0)					
2.1 summary of types of additional support is needed (some multiple responses) **					
* breathing difficulties (i.e. asthma or allergies), 8%					
* support for autism, 4%					
* support for behavioral needs (i.e. ADHD), 14%					
* support for learning disabilities (i.e. FASD, Downs), 6%					
* support for developmental needs (i.e. motor skills), 12%					
* physical therapy, 6%					
* speech therapy, 47%					
* visual impairment, 2%					

Appendix 1.3 Preliminary Data Summary – Detailed Tables

	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
2.2 Are these needs currently being met? (n = 48)					
Yes	92	92	90	94	86
No	8	8	10	6	14
(not stated = 0)					

	Type of Licensed Child Care				
Total Number of children in sample (n=474)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
4. Reasons for selecting the type of care you presently use (multiple responses as 1 response per child)					
1. the cost was reasonable	63	66	74	64	54
2. there was space available	84	89	81	84	80
3. the hours of operation met my needs	86	87	79	87	86
4. the location of operation was convenient	85	81	88	86	86
5. the overall quality of service provided is good	87	91	81	85	88
6. it offers needed specific programs/services	53	40	67	57	56
7. other reasons	44	45	39	45	43

4.6 it offers needed specific programs/services Summary of Responses
* after hours/overnight care
* a variety of interesting, seasonally appropriate activities
* multicultural programs
* art and music programming
* preschool/Headstart programming
* they provide lunch and/or snacks
* employees are graduates of Early Childhood Development program
* Child Development Centre is involved
* Aboriginal Headstart programming
* Aboriginal language programming
* reading and writing programming

* infant care program
* preschool/Headstart programming
* after school programming
* Child Development Centre is involved
* arts, dance, and music programming
* field trips and outings
* age specific educational programming
* special needs services
* workers take children to/from school
* Aboriginal/French Language programming
* preschool/after school programming
* arts, dance, and music programming

note: please refer to Appendix 1.5 Long Answers Q4.111 for detailed responses

4.7 other reasons - Summary of Responses
* my children could go to the same day care
* offered night time care
* word of mouth – good reputation
* I or someone I know works there
* only day care available in my community
* cultural programming and speak Aboriginal language
* location is convenient
* family owned and operated
* only place that would take infants
* care is provided in French
* clean, good atmosphere

note: please refer to Appendix 1.5 Long Answers Q4.111 for detailed responses

Appendix 1.3 Preliminary Data Summary – Detailed Tables

	Type of Licensed Child Care				
Total Number of children in sample (n=474)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
4.1 Most important reason in selecting the care that you have (multiple responses as 1 response per child)					
1. the cost was reasonable	3	1	3	5	1
2. there was space available	5	3	10	6	3
3. the hours of operation met my needs	4	6	3	3	5
4. the location of operation was convenient	17	18	8	18	18
5. the overall quality of service provided is good	37	41	37	35	35
6. it offers needed specific programs/services	12	6	16	11	17
7. other reasons	22	24	24	21	20
* After school care, 39%					
* During school hours, 19%					

note: please refer to Appendix 1.5 Long Answers Q4.111 for detailed responses describing reason why most important

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
5. When do you typically require child care services? (respondents marked all that applied)					
During regular working hours (e.g. 8:30 – 5:00 pm)	78	70	87	79	80
Shift work	3	4	4	2	1
Weekend/holidays	4	8	2	4	3
Other times	15	18	15	15	16
* After school care, 39%					
* During school hours, 19%					
* Part time care, (e.g. couple of hours for a couple of days a week), 18%					
* Early morning to late evening (e.g. 12 hour shifts), 7%					
* Evening shifts, 7%					
* Evening to early morning shifts, (e.g. tavern hours), 5%					
* Seasonally, 4%					
* Court ordered, 1%					

Appendix 1.3 Preliminary Data Summary – Detailed Tables

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
6. Overall are you satisfied with you present child care arrangements?					
Yes	90	92	90	90	87
No	10	8	10	10	13
(not stated = 7)					
6.1 summary of reasons why satisfied (multiple responses) **					
* meets my needs, 31%					
* quality of care is good, 22%					
* convenient, 19%					
* staff are good, 11%					
* my child likes it there, 11%					
* meets my child's needs, 3%					
* flexible, 2%					
* no problems, 2%					
6.2 summary of reasons why NOT satisfied (multiple responses) **					
* quality of care is poor, 33%					
* staff are unreliable, high turnover, little training; 23%					
* little age specific programs/activities, 14%					
* not convenient, 7%					
* my child is not happy there, 7%					
* cost is too high, 7%					
* not clean, 5%					
* no snacks/lunch, 2%					

**note: please refer to Appendix 1.5 Long Answers Q6.1 and Q6.2 for detailed responses

Appendix 1.3 Preliminary Data Summary – Detailed Tables

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
7. Do you feel you pay too much for your present child care arrangements?					
Yes	24	26	9	22	31
No	76	74	91	78	69
(not stated = 13)					
7.1 some reasons why respondents feel they pay too much for child care **					
* most respondents reasons are a reflection of their current financial situation – they are on a limited/fixed income, paying for some of the costs 'out of pocket' and were able to meet the Child Services Unit means test for subsidy					
* some respondents questioned the amount of the subsidy and/or the 'means' test and continued application					
* some respondents indicated that without the subsidy they would be better off staying at home with the children					
* other respondents described concerns with how child care services were priced, what was included or not included in the price					

***note: please refer to Appendix 1.5 Long Answers Q7.1 for detailed responses

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
8. Have you ever been concerned ...					
that staff were working without proper qualifications or training? (not stated = 9)					
Yes	18	11	21	16	24
No	82	89	79	84	76
that regular activities or programming for the children are limited? (not stated = 16)					
Yes	28	26	29	24	34
No	72	74	71	76	66
that accidents or injuries to your child (children) go unreported? (not stated = 5)					
Yes	12	11	7	15	12
No	88	89	93	85	88
that your child is (children are) not receiving proper nutrition? (not stated = 3)					
Yes	6	4	7	6	7
No	94	96	93	94	93

Appendix 1.3 Preliminary Data Summary – Detailed Tables

that your child is (children are) not being properly supervised?					
Yes	15	12	9	18	16
No	85	88	91	82	84
(not stated = 8)					
that your child is (children are) getting sick from being in care?					
Yes	33	15	27	38	46
No	67	85	73	62	54
(not stated = 8)					
that your child is (children are) may be at risk of harm by being in care?					
Yes	9	5	12	10	12
No	91	95	88	90	88
(not stated = 4)					

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	**%**	**%**	**%**	**%**
9. Do you have any other concerns that you would like to raise about licensed child care?					
Yes	30	26	23	31	36
No	70	74	77	69	64
(not stated = 2)					
9.1 summary of other concerns about licensed child care **					
* the high cost of day care relative to what parents made; many questioned the value of going to work, paying up to ½ of their monthly income on day care when it would make better financial sense to not go to work and live off welfare					
* question how day care service is priced and the fairness of having to pay double the amount for day care – to the regular day care (when it is closed for summer/holidays) and again to the other day care that the children have to go to					
* call for child care providers to get more support – financially and otherwise – from government and increase the number of spaces available, especially for babies and younger children					
* call for child care workers should receive a fair wage to reflect a minimum standard of training; and compensation to reflect the value of ongoing training					
* question of the unevenness in the quality of programming, activities and facilities offered by different day cares and the need for more, and better trained staff					
* question the level of monitoring/inspection/investigation by Child Care Services Unit to ensure quality of service, more transparency when complaints are made or charges laid; and better background checks on day care workers					

**note: please refer to Appendix 1.5 Long Answers Q9.1 for detailed responses

Appendix 1.3 Preliminary Data Summary – Detailed Tables

10. Rating actions about licensed child care services (statements are edited for length **)							
All Respondents (n=311)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	4.1	1.15	5	5	16	22	52
2. increase the quality of programs offered	4.1	1.05	3	5	19	24	49
3. increase funding for children with special needs	4.6	0.78	2	1	5	19	73
4. decrease the cost for low income	4.4	1.04	4	3	8	18	67
5. assist in recruit/train/retain child care workers	4.5	0.88	2	3	9	19	68
6. support the use space in community schools	4.4	0.83	1	2	10	26	61
7. improve the enforcement of existing regulations	4.1	1.07	2	6	18	22	52
8. increase the wages of child care providers	4.4	0.95	3	2	11	20	64
Family Day Home Clients (n=76)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	4.3	1.01	3	3	16	17	62
2. increase the quality of programs offered	4.1	0.99	1	4	24	25	46
3. increase funding for children with special needs	4.6	0.81	1	3	4	16	76
4. decrease the cost for low income	4.4	1.07	5	3	6	22	64
5. assist in recruit/train/retain child care workers	4.4	0.97	1	5	11	20	63
6. support the use space in community schools	4.4	1.00	4	3	7	26	60
7. improve the enforcement of existing regulations	4.0	1.21	4	10	20	18	48
8. increase the wages of child care providers	4.3	1.12	6	1	16	16	61
First Nations Day Care Centre Clients (n=43)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	3.9	1.23	7	5	21	21	47
2. increase the quality of programs offered	3.9	1.21	7	5	17	29	43
3. increase funding for children with special needs	4.9	0.35	0	0	0	14	86
4. decrease the cost for low income	4.2	1.35	12	0	5	15	68
5. assist in recruit/train/retain child care workers	4.6	0.79	2	0	5	19	74
6. support the use space in community schools	4.5	0.91	2	2	7	21	67
7. improve the enforcement of existing regulations	4.2	1.10	3	5	20	13	59
8. increase the wages of child care providers	4.6	0.88	2	0	10	15	73

Appendix 1.3 Preliminary Data Summary – Detailed Tables

For Profit Day Care Clients (n=94)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	4.2	1.04	2	4	18	19	57
2. increase the quality of programs offered	4.2	1.07	3	5	14	25	53
3. increase funding for children with special needs	4.6	0.76	1	1	7	21	71
4. decrease the cost for low income	4.4	1.07	3	5	9	13	70
5. assist in recruit/train/retain child care workers	4.5	0.88	2	1	10	20	67
6. support the use space in community schools	4.6	0.69	0	2	5	24	69
7. improve the enforcement of existing regulations	4.2	1.00	2	3	19	26	50
8. increase the wages of child care providers	4.4	0.83	1	2	8	27	62
Non Profit Day Care Clients (n=100)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	3.9	1.29	10	6	13	28	43
2. increase the quality of programs offered	4.1	1.02	1	6	20	22	51
3. increase funding for children with special needs	4.5	0.88	3	0	7	23	67
4. decrease the cost for low income	4.5	0.85	1	2	10	21	66
5. assist in recruit/train/retain child care workers	4.5	0.86	1	3	9	16	71
6. support the use space in community schools	4.4	0.76	0	0	17	30	53
7. improve the enforcement of existing regulations	4.2	1.00	1	6	15	25	53
8. increase the wages of child care providers	4.4	0.94	2	3	10	18	67

*note: s.d. is the abbreviation for standard deviation
**note: please refer to Appendix 1.2 Licensed Child Care Services questionnaire q.10 for complete statement wording

Appendix 1.3 Preliminary Data Summary – Detailed Tables

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
10.1 Of those actions rated '5', which do you feel is most important? *					
1. increase the number of spaces in my community	9	17	5	7	6
2. increase the quality of programs offered	11	11	10	10	10
3. increase funding for children with special needs	11	10	10	13	9
4. decrease the cost for low income	20	24	18	24	15
5. assist in recruit/train/retain child care workers	12	11	23	6	14
6. support the use space in community schools	6	4	3	9	7
7. improve the enforcement of existing regulations	7	6	3	8	8
8. increase the wages of child care providers	24	16	28	22	32
(not stated = 38)					

*note: please refer to Appendix 1.5 Long Answer Questions Q10.12 for reasons respondents selected the particular action they did as 'most important'

Appendix 1.3 Preliminary Data Summary – Detailed Tables

SECTION 2: Child Care Services Unit

11. Rating service you received from Child Care Services Unit (statements are edited for length **)							
All Respondents (n=313)	Average	s.d.*	1 strongly dis-agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.1	1.12	5	4	16	23	53
b. Staff are knowledgeable and competent	4.1	1.06	4	4	13	31	48
c. Staff go the extra mile to help me	4.0	1.14	4	7	19	23	47
d. Staff are courteous	4.4	0.97	2	4	9	24	61
e. Overall, I am treated fairly by the unit	4.4	0.96	3	3	9	23	63
f. The Unit provides its service in an open way	4.3	1.02	4	2	12	24	58

Family Day Home Clients (n=80)	Average	s.d.*	1 strongly dis-agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.1	1.16	5	4	23	18	51
b. Staff are knowledgeable and competent	4.0	1.21	6	8	9	31	46
c. Staff go the extra mile to help me	3.9	1.30	6	10	18	17	48
d. Staff are courteous	4.2	1.20	6	5	10	20	58
e. Overall, I am treated fairly by the unit	4.2	1.19	6	4	14	18	59
f. The Unit provides its service in an open way	4.2	1.19	6	4	12	22	56

First Nations Day Care Centre Clients (n=42)	Average	s.d.*	1 strongly dis-agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.5	0.89	2	2	5	29	62
b. Staff are knowledgeable and competent	4.4	0.87	2	0	10	30	58
c. Staff go the extra mile to help me	4.3	1.04	3	3	18	16	60
d. Staff are courteous	4.6	0.81	2	0	5	25	68
e. Overall, I am treated fairly by the unit	4.5	0.90	2	2	5	24	66
f. The Unit provides its service in an open way	4.5	0.88	2	0	10	20	68

Appendix 1.3 Preliminary Data Summary – Detailed Tables

For Profit Day Care Clients (n=95)	Average	s.d.*	1 strongly dis-agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.4	1.02	3	3	11	20	62
b. Staff are knowledgeable and competent	4.2	0.93	2	2	15	33	48
c. Staff go the extra mile to help me	4.1	0.99	2	3	20	30	45
d. Staff are courteous	4.5	0.84	0	5	6	21	67
e. Overall, I am treated fairly by the unit	4.5	0.76	1	1	6	26	65
f. The Unit provides its service in an open way	4.4	0.80	1	1	9	29	59

Non Profit Day Care Clients (n=97)	Average	s.d.*	1 strongly dis-agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	3.9	1.21	7	5	20	28	40
b. Staff are knowledgeable and competent	4.0	1.10	5	3	17	31	44
c. Staff go the extra mile to help me	3.9	1.19	5	8	19	26	42
d. Staff are courteous	4.3	0.91	1	4	11	29	55
e. Overall, I am treated fairly by the unit	4.4	0.92	2	3	8	25	62
f. The Unit provides its service in an open way	4.2	1.11	5	2	15	22	55

**note: please refer to Appendix 1.2 Licensed Child Care Services questionnaire q.11 for complete statement wording

12. What can the Yukon Government Child Care Services Unit do to improve their service for you? (Summary of comments on how Child Care Services unit can improve their service (by Type of Licensed Care)) (multiple responses)
Family Day Home Clients (n= 50 responses)
* nothing, 20%
* improve overall quality of service, 20% (i.e. improve courtesy, understanding, professionalism)
* make the service more understandable, 16% (i.e. clearer explanation of guidelines, application process, subsidy)
* increase the amount of the subsidy, 16% (i.e. 'tough to make ends meet')
* broaden the 'income test' to take more factors into consideration, 14% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* increase support to industry to increase number of spaces, 8% (i.e. through training, subsidy, incentive)
* don't be so quick to cut off subsidy, and take so long to approve, 6% (i.e. critical of the re-application process meeting its requirements)

Appendix 1.3 Preliminary Data Summary – Detailed Tables

First Nations Day Care Centre Clients (n= 24 responses)
* nothing, 29%
* improve overall quality of service, 17% (i.e. improve courtesy, understanding, professionalism)
* increase the amount of the subsidy, 13% (i.e. 'tough to make ends meet')
* increase support to industry to increase number of spaces, 13% (i.e. through training, subsidy, incentive)
* broaden the 'income test' to take more factors into consideration, 8% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* make the service more understandable, 4% (i.e. clearer explanation of guidelines, application process, subsidy)

For Profit Day Care Centre Clients (n= 82 responses)
* nothing, 18%
* broaden the 'income test' to take more factors into consideration, 22% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* don't be so quick to cut off subsidy, and take so long to approve, 13% (i.e. critical of the re-application process meeting its requirements)
* make the service more understandable, 12% (i.e. clearer explanation of guidelines, application process, subsidy)
* increase the amount of the subsidy, 11% (i.e. 'tough to make ends meet')
* improve overall quality of service, 10% (i.e. improve courtesy, understanding, professionalism)
* improve Unit's monitoring/ inspection of licensed day cares, 7% (i.e. more timely, frequent visits, tighter regulations)
* increase support to industry to increase number of spaces, 6% (i.e. through training, subsidy, incentive)

Non Profit Day Care Centre Clients (n= 84 responses)
* nothing, 27%
* improve overall quality of service, 19% (i.e. improve courtesy, understanding, professionalism)
* make the service more understandable, 12% (i.e. clearer explanation of guidelines, application process, subsidy)
* broaden the 'income test' to take more factors into consideration, 11% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* improve Unit's monitoring/ inspection of licensed day cares, 10% (i.e. more timely, frequent visits, tighter regulations)
* increase support to industry to increase number of spaces, 10% (i.e. through training, subsidy, incentive)
* don't be so quick to cut off subsidy, and take so long to approve, 13% (i.e. critical of the re-application process meeting its requirements)

Appendix 1.3 Preliminary Data Summary – Detailed Tables

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
13. Have you experienced any problems using the Child Care Services Unit?					
Yes	15	19	14	13	15
No	85	81	86	87	85
(not stated = 2)					
13.1 summary of problems experienced with the Child Care Services unit *					
program policies penalize clients, 29% (clients are told, "that's the way it is"; clients question what is the purpose of the program given their experience in dealing with the program and program staff)					
staff are poorly organized and provide conflicting information, 25% (little or limited follow-up with clients; staff give poor or conflicting 'advice' to clients))					
staff complicate an already frustrating application process, 22% (staff lose/misplace forms, make mistakes calculation subsidy, problems sorting out subsidy)					
staff do not act in a professional manner, 11% (clients' project or staff reflect or feed the fears, insecurities of client)					
complexity of program creates difficulty for both staff and clients, 10% (difficult for staff to explain and clients to understand, difficult to meet eligibility, little consistency in application)					
program weak in enforcement, 3% (staff are slow to follow-up on complaints and enforce regulations)					

*note: please refer to Appendix 1.5 Long Answer Questions Q13.1 for detailed description of problems experienced with Child Care Services unit

Appendix 1.4 Demographic Information Summary Table

	Type of Licensed Child Care				
All Respondents (n=321)	**ALL**	**Family Day Home**	**First Nation Day Care**	**For Profit Day Care**	**Non Profit Day Care**
	%	%	%	%	%
14. What is your marital status?					
Married	17	10	14	15	25
Divorced	4	5	..	6	3
Common-law	14	8	16	17	15
Separated	15	24	14	14	11
Widowed	1	1	2	..	..
Single (never married)	49	51	53	49	46
(not stated = 4					
15. Are you the legal guardian of the child (children)?					
Yes	98	96	95	98	100
No	2	4	5	2	0
(not stated = 11					

Appendix 1.5 Responses to Long Answer Questions

Definition of Abbreviations used in this Appendix.

Type of Client:

FDHO	**Family Day Home Clients**
FNDC	**First Nations Day Care Centre Clients**
FPDC	**For Profit Day Care Clients**
NPDC	**Non Profit Day Care Clients**

Appendix 1.5 Responses to Long Answer Questions

Q4.111. Why is that the most important reason?

Reason 1. The cost was reasonable.

1 FDHO 1335 1 Because I am a low income person

1 FNDC 1382 1 I'm a single mom.

1 FPDC 1335 2 I am a low income earner

1 FPDC 1382 2 I'm a single mom.

1 FPDC 1061 1 It's good for the kids and affordable for the parents.

1 FPDC 1061 2 It's good for the kids and affordable for the parents.

1 FPDC 1321 1 Because child care subsidy covers the cost. I have a low income right now, so I don't have to pay extra.

1 FPDC 1321 2 Child care subsidy covers the cost. I have a low income right now and I don't have to pay extra.

1 FPDC 1208 2 They provided a subsidy.

1 FPDC 1065 2 It's really expensive to have your child in child care.

1 FPDC 1065 1 It's really expensive to have your child in child care.

1 NPDC 1459 1 I am a single teen parent and the cost would affect me if the prices of child care goes up.

Reason 2. There was space available.

2 FNDC 1117 1 It was the only day care in town.

2 FNDC 1107 1 It is the only one available in my community.

2 FPDC 1117 2 It was the only day care in town.

2 FPDC 1300 2 It's the only day care in town.

2 NPDC 1300 1 It's the only day care in town.

2 NPDC 1277 1 It's the only one in the community.

2 FDHO 1201 1 It was the only one I could find.

2 FDHO 1206 1 It is difficult to find space on short notice.

2 FDHO 1384 1 I found it very hard to find a place where space was available. I had my daughter on waiting lists.

2 FDHO 1318 1 I had no other choice of day cares.

2 FNDC 1238 1 This is the only day care here.

2 FNDC 1279 1 It is the only child care here.

2 FNDC 1270 1 This was the only one available

Appendix 1.5 Responses to Long Answer Questions

2 FNDC 1034 1 It is the only day care available in this area

2 FPDC 1182 1 Just because they had the space.

2 FPDC 1390 1 Was the only one at the time with space available.

2 FPDC 1334 1 It is really hard to find a day care with space available, and when the children are in two different age groups it is harder.

2 FPDC 1367 1 Wasn't really important; it was just that they were the only ones who had space at the time.

2 FPDC 1178 2 A lot of places had no space available.

2 FPDC 1254 2 Most of the day cares that were more convenient for me were not available.

2 FPDC 1334 2 It's really hard to find a day care with space available and when the children are in two different age groups it is harder.

2 FPDC 1367 2 Wasn't really important, it was just that they were the only ones who had space at the time.

2 FPDC 1109 1 He was on a waiting list for four other daycares in town.

2 FPDC 1270 2 This was the only one available

2 FPDC 1398 1 The only space available at the time.

2 FPDC 1152 1 The only day care available at the time to take my child in.

2 NPDC 1043 1 The waiting lists are very long. It was the only one I could get him in.

2 NPDC 1178 1 A lot of places had no space available.

2 NPDC 1254 1 Most of the day cares that were more convenient for me were not available.

Reason 3. The hours of operation met my needs.

3 FDHO 1054 1 It was the only day care we could find that are operating weekends.

3 FDHO 1153 1 Because the hours were flexible.

3 FDHO 1164 1 I work shift work.

3 FDHO 1195 1 In the summer I work at 5:30 AM and they are open at that time.

3 FDHO 1302 1 It was the only choice for a day care that was open the hours that I need.

3 FDHO 1112 1 The only day home that provides child care at night.

3 FDHO 1362 1 Whenever I need child care, she's willing to help, regardless of the hours.

3 FNDC 1208 1 It worked well with my schedule

Appendix 1.5 Responses to Long Answer Questions

3 FPDC 1112 2 The only day home that provides child care at night.

3 FPDC 1212 2 The child care hours work well with my work schedule.

3 FPDC 1362 2 Whenever I need child care, she's willing to help, regardless of the hours.

3 FPDC 1209 2 The hours fit my work schedule

3 FPDC 1209 1 The hours worked well my schedule.

3 FPDC 1005 1 They are open an hour before most businesses open and an hour after most businesses close.

3 NPDC 1213 1 I work certain hours and I have to get the kids up earlier.

3 NPDC 1230 1 I am a full-time worker.

3 NPDC 1212 1 My children are taken care of for the time I am working.

3 NPDC 1211 1 It works well with my school hours.

3 NPDC 1275 1 It is the hours I need.

Reason 4. The location of the operation was convenient.

4 FPDC 1073 1 It is the closest one to where I live so it's great, right across the street actually.

4 FPDC 1073 2 It is the closest one to where I live so it's great, right across the street actually.

4 FDHO 1033 1 It's downtown close to where I live.

4 FDHO 1249 1 It was within walking distance

4 FDHO 1410 1 It's right next door to my house.

4 FDHO 1456 1 It's across [from] my son's school.

4 FDHO 1374 1 It is right near the school and the Riverdale Mall.

4 FDHO 1319 2 No transportation required. I walk them to day care.

4 FDHO 1374 2 It is right near the school and the Riverdale Mall.

4 FDHO 1427 2 It was right near my home.

4 FDHO 1319 3 No transportation required. I walk them to day care.

4 FDHO 1374 3 It is right near the school and the Riverdale Mall.

4 FDHO 1427 3 It was right near my home.

4 FDHO 1428 1 It is very convenient for me.

4 FDHO 1278 3 It is near where my daughter goes to school so it is convenient.

4 FDHO 1294 1 It is right across from the school.

Appendix 1.5 Responses to Long Answer Questions

4 FDHO 1030 1 I live out of town and it is closer to us.

4 FDHO 1333 1 It's close to home

4 FDHO 1278 2 It is near where my daughter goes to school so it is convenient.

4 FDHO 1295 2 It is walking distance from the school and our house.

4 FDHO 1464 1 I have no vehicle and have to catch the bus so it is more convenient.

4 FDHO 1145 2 I don't need transportation. I drop and pick up my children at the school.

4 FDHO 1145 3 I don't need transportation. I drop and pick up my children at the school.

4 FNDC 1168 1 I live close to the day care.

4 FNDC 1439 1 It is really close so as I don't have to drive too far.

4 FNDC 1003 1 So as I don't have to drive there.

4 FPDC 1250 1 It is one block away from my home.

4 FPDC 1341 1 The child care is close to my work.

4 FPDC 1391 1 We live across the street.

4 FPDC 1066 1 It's just up the road from my home.

4 FPDC 1071 1 The day care is close to the school as well as my home.

4 FPDC 1319 1 I don't need any transportation. I can walk them to day care.

4 FPDC 142[illegible] 1 It was right near my home.

4 FPDC 1009 2 We don't have a car and it is within walking distance.

4 FPDC 1027 2 It is close to home which is good for parents with tight work schedules.

4 FPDC 1071 2 The day care is close to the school as well as my home.

4 FPDC 1188 2 It's close to where I live.

4 FPDC 1275 2 Not far from my home.

4 FPDC 1456 2 It was easier because they moved across [from] my son's school.

4 FPDC 1176 1 Because my kids could walk home from the day care.

4 FPDC 1176 2 Because my kids could walk home from the day care.

4 FPDC 1333 2 Close to home

4 FPDC 1026 1 Because I live in Porter Creek and it is convenient.

4 FPDC 1026 2 Because I live in Porter Creek and it is convenient.

Appendix 1.5 Responses to Long Answer Questions

4 FPDC 1282 1 It is close to my home.

4 FPDC 1273 2 Right next door to where his sibling is so it is convenient.

4 FPDC 1278 1 It is near where my daughter goes to school, so it is convenient.

4 FPDC 1325 1 I just moved here in September and started school and the day care is just down the road and close for me.

4 FPDC 1022 2 It is very close to where we live.

4 FPDC 1022 1 It is close and convenient being 2 blocks away.

4 FPDC 1003 2 So as I don't have to drive there.

4 FPDC 1225 1 The child care is located in my apartment basement.

4 FPDC 1029 1 It is very convenient for me.

4 FPDC 1282 2 It is close to my home.

4 FPDC 1219 1 I have to walk to and from day care and I live close to the day care.

4 FPDC 1295 1 It is walking distance from the school and our house.

4 FPDC 1389 1 It is close to my home, easy for me to drop off and pick up my child.

4 FPDC 1262 2 Close to school.

4 FPDC 1290 1 Close to home and school.

4 FPDC 1290 2 Close to home and school.

4 FPDC 1059 2 It is close to home and is on the bus route.

4 NPDC 1021 1 It is close to where I go to school.

4 NPDC 1044 1 Because it is close to where I live.

4 NPDC 1202 1 The day care is across the street.

4 NPDC 1027 1 It is close to where we live which is important as we both have tight work schedules.

4 NPDC 1188 1 It's close to where I live.

4 NPDC 1237 1 It's close to home.

4 NPDC 1009 1 We don't have a car and it is within walking distance.

4 NPDC 1404 1 I work at the day care.

4 NPDC 1397 1 It is right beside the school.

4 NPDC 1147 1 I work at the day care.

4 NPDC 1057 1 It is very convenient being close to the school.

Appendix 1.5 Responses to Long Answer Questions

4 NPDC 1145 1 I don't need transportation. I drop and pick up my children at the school.

4 NPDC 1298 1 It was across from my work.

4 NPDC 1262 1 It was close to the school.

4 NPDC 1059 1 It is close to home and is on the bus route.

4 NPDC 1369 1 Close to home.

Reason 5. The overall quality of the service provided is good.

5 FPDC 1200 1 The quality of the play school is good and the lady is excellent with the children.

5 FDHO 1129 1 Because my son ca ls the day home his second home. Both me and my son love the care that he's in.

5 FDHO 1190 1 I wanted a smaller day home.

5 FDHO 1317 1 I think the day home is better than the day care in Watson Lake.

5 FDHO 1420 1 Because she's a nice worker.

5 FDHO 1460 1 I prefer a day home over a day care.

5 FDHO 1457 1 The service is exceptional out of all the day cares.

5 FDHO 1457 2 The day care is great overall.

5 FDHO 1457 3 I really like the day care.

5 FDHO 1023 1 They are a lot like my family and they know me well as I have been going there for 5 years.

5 FDHO 1222 1 It's important for my child to be in good hands.

5 FDHO 1050 2 The care worker is wonderful with my kids.

5 FDHO 1050 3 The care worker is wonderful with my kids.

5 FDHO 1036 1 My child likes it there

5 FDHO 1223 3 My kids are happy there.

5 FDHO 1223 2 The children like all the services there.

5 FDHO 1092 2 The staff are very supportive.

5 FDHO 1092 4 The staff are very supportive.

5 FDHO 1252 1 The comfort of us as parents about the environment he was placed in and how he responded to the environment - he wanted to stay there.

5 FDHO 1183 1 The care givers are awesome.

5 FDHO 1060 1 They are good at keeping them busy which is very important.

Appendix 1.5 Responses to Long Answer Questions

5 FDHO 1159 1 The day care worker is very good with the children and the day care is good.

5 FDHO 1253 1 My child likes it there and he often doesn't want to leave.

5 FDHO 1108 1 This day home has a lot of long-term children. They are loving, kind, flexible and enforce their strict rules.

5 FDHO 1050 1 The care worker is wonderful with my kids.

5 FDHO 1373 1 I really like their services.

5 FDHO 1217 1 Because it is a great place.

5 FDHO 1308 1 They have age appropriate activities for the children and the quality is great.

5 FDHO 1330 1 It's a clean day home. They work nights and it's a good environment.

5 FDHO 1257 1 They take good care of my son

5 FDHO 1395 1 I like the day care my child is in.

5 FDHO 1077 1 Knowing that my child is in a nurturing and educational environment makes me feel more secure.

5 FDHO 1056 2 The people there are good with the children

5 FDHO 1056 3 The staff there are excellent

5 FDHO 1308 2 They have age appropriate activities for the children and the quality is great.

5 FDHO 1308 3 They have age appropriate activities for the children and the quality is great.

5 FDHO 1248 1 It is important because the day care my son was in previously was chaotic, unorganized and there was a lot of bullying.

5 FDHO 1177 2 They have good workers, clean environment, good setups, and different activities.

5 FDHO 1177 3 They have good workers, clean environment, good setups and different activities.

5 FDHO 1040 1 Because we know the person who owns the day home, it's convenient and it's a good day home.

5 FDHO 1175 1 She's a really great teacher and provider to the children. She does a lot with them.

5 FDHO 1083 1 It's my child and I want to know that she is in a safe environment.

5 FDHO 1019 1 Because I need to know that my kids are being taken care of.

5 FNDC 1242 1 It is a small day care so quality is good.

Appendix 1.5 Responses to Long Answer Questions

5 FNDC 1265 1 It is important for my child to be in a place where the staff are qualified, well trained and trustworthy.

5 FNDC 1462 1 They spent time with my child.

5 FNDC 1042 1 All staff there are qualified.

5 FNDC 1256 1 Children need to be treated properly in order to grow.

5 FNDC 1297 1 They are really happy there.

5 FNDC 1223 1 The kids enjoy going to Trinke Zho.

5 FNDC 1234 1 They have good one-on-one care.

5 FNDC 1376 1 My child is happy there.

5 FNDC 1198 1 The day care allowed infant children and the day care staff are good to my children.

5 FNDC 1259 1 Because my child likes it there

5 FNDC 1435 1 It is just like a second family. It is good all around. We just love this place.

5 FNDC 1177 1 They have good workers, clean environment, good setups, different activities.

5 FPDC 1011 1 The teaching staff are excellent and I am happy with them.

5 FPDC 1241 1 The child care workers are very good.

5 FPDC 1437 1 Because my child's comfort and safety are of primary concern.

5 FPDC 1015 1 The lady that runs the child care has a certain motherly intuition.

5 FPDC 1018 2 Quality of care is always very important.

5 FPDC 1019 2 Because I need to know that my kids are being taken care of.

5 FPDC 1046 2 My kids like the people that work there.

5 FPDC 1066 2 I trust the lady who runs it.

5 FPDC 1139 2 I'm careful about the day care I put my children in. I think this daycare was good.

5 FPDC 1460 2 I like the day home better than a day care.

5 FPDC 1265 2 It is important for my child to be in a place where the staff are qualified, well trained and trustworthy.

5 FPDC 1357 1 They have my child in their care and I had to wait a long time to get into this day care.

5 FPDC 1042 2 All staff there are qualified.

5 FPDC 1256 2 Children need to be treated properly in order to grow.

Appendix 1.5 Responses to Long Answer Questions

5 FPDC 1454 1 My children really enjoy going there and the service is great.

5 FPDC 1454 2 Awesome service to the maximum.

5 FPDC 1146 1 My kids love the day care. The workers are great and they have different activities.

5 FPDC 1146 2 My kids love the day care. The workers are great and they have different activities.

5 FPDC 1001 1 The kids are safe and are taught to be caring and responsible.

5 FPDC 1001 2 The kids are safe and are taught to be caring and responsible.

5 FPDC 1012 1 People there are very caring. My son loves it there.

5 FPDC 1120 1 The workers there are great with the kids. There is a lot of one-on-one with the teachers.

5 FPDC 1166 1 The day care is an educational day care and the staff were there for quite some time now.

5 FPDC 1023 2 My youngest child requires a lot of attention and they cater well to her needs.

5 FPDC 1297 2 They are really happy there.

5 FPDC 1438 1 It's a family run day care. They are great.

5 FPDC 1396 2 Because it is good. We wouldn't want to leave the kids somewhere less than satisfactory.

5 FPDC 1452 2 The quality is good.

5 FPDC 1092 1 The staff are very supportive.

5 FPDC 1092 3 The staff are very supportive.

5 FPDC 1234 2 They have very good one-on-one care.

5 FPDC 1025 2 It is important that my child is happy.

5 FPDC 1228 2 I like the staff and it is good

5 FPDC 1228 1 It is good and the staff are very good

5 FPDC 1220 1 I want her intelligence to grow.

5 FPDC 1159 2 The day care worker is very good with the children and the day care is good.

5 FPDC 1408 2 Because my children like the day care.

5 FPDC 1198 2 The staff are good to my children.

5 FPDC 1091 1 You have to know and trust the place you are leaving your child.

5 FPDC 1438 2 It is a family run day care.

5 FPDC 1122 1 Because I'm very careful about my child's day care.

Appendix 1.5 Responses to Long Answer Questions

5 FPDC 1137 2 I like the day care and what it offers.

5 FPDC 1124 1 Because a family member works there.

5 FPDC 1266 2 The children are comfortable here.

5 FPDC 1296 1 Because my child is happy there.

5 FPDC 1352 2 The service is great.

5 FPDC 1218 1 I want the best quality service because that's my baby.

5 FPDC 1434 1 The people are good who work there. I trust having my daughter there.

5 FPDC 1299 2 Good quality day cares make for a cleaner, safer environment.

5 FPDC 1239 1 Their services are great.

5 FPDC 1056 1 The people there are good and excellent with the children

5 FPDC 1035 1 I know it is good because I work there.

5 FPDC 1435 2 It is just like a second family. It is good all around. We just love this place.

5 FPDC 1024 1 It meets the child's needs.

5 FPDC 1024 2 It meets the needs of the children. They are healthy and happy.

5 FPDC 1180 1 Because the workers are good with the children.

5 FPDC 1040 2 Because we know the person who owns the day home, it's convenient and a good day home.

5 FPDC 1085 1 They were very friendly and knew us.

5 FPDC 1291 1 I felt comfortable with the workers and environment.

5 FPDC 1175 2 She's a really great teacher and provider to the children. She does a lot with them.

5 FPDC 1443 2 I want to make sure that the kids are getting the best day care the can.

5 FPDC 1015 2 The staff are excellent.

5 NPDC 1002 1 Because it meets my child's needs.

5 NPDC 1055 1 Because I don't want to have to worry about my child in day care.

5 NPDC 1192 1 I like the staff and they like my child.

5 NPDC 1229 1 I trust the day care.

5 NPDC 1316 1 My child is happy there. They provide good food and it's not too far from the college.

Appendix 1.5 Responses to Long Answer Questions

5 NPDC 1359 1 A lot of staff are well trained there, also more staff makes their service good.

5 NPDC 1018 1 Quality of care is always most important, our children are our future.

5 NPDC 1046 1 Because the children have to like the people that are taking care of them.

5 NPDC 1139 1 I'm careful about the day care I put my children in. I think this day care was good.

5 NPDC 1451 1 I care about who takes care of my child.

5 NPDC 1171 1 So as his emotional and developmental needs are met. It is important that he is not neglected and his social skills improve.

5 NPDC 1452 1 The quality is great.

5 NPDC 1353 1 I want what's best for my child.

5 NPDC 1221 1 The service is good.

5 NPDC 1031 1 I know my son is taken care of.

5 NPDC 1396 1 Because it is good. We wouldn't want to leave the kids somewhere less than satisfactory.

5 NPDC 1025 1 It is important that my child is happy.

5 NPDC 1273 1 Have small groups and split the kids so the kids get more attention.

5 NPDC 1408 1 Because my children like the day care.

5 NPDC 1345 1 They are good quality and have good programming standards.

5 NPDC 1392 1 The workers are great and they enjoy their job.

5 NPDC 1446 1 I like the staff. There is little turnover.

5 NPDC 1266 1 The children are comfortable here.

5 NPDC 1170 1 It's important to do different activities with children while they are young. It helps them learn a lot.

5 NPDC 1352 1 The service is great and my children are happy there.

5 NPDC 1172 1 My child enjoys the day care and it offers a lot.

5 NPDC 1299 1 Good quality day cares make for a cleaner, safer environment.

5 NPDC 1016 1 It is important that it is a safe learning environment.

5 NPDC 1049 1 It has a good name.

5 NPDC 1181 1 The workers are paid more and they provide snacks and hot lunches. The lady who runs the centre is very good.

5 NPDC 1004 1 My daughter interacts well with them.

5 NPDC 1443 1 I want to make sure that the kids are getting the best day care they can.

Reason 6. It offers specific programs/services that meet my needs.

6 FDHO 1125 1 I love my kids and I trust my child care workers.

6 FDHO 1426 1 Because these activities meet my child's needs.

6 FDHO 1150 4 The day care has a summer camp, a special needs assisted child care and preschool.

6 FDHO 1150 2 The day care has a summer camp, a special needs assisted child care and preschool.

6 FDHO 1322 1 This day care met my grandson's needs.

6 FDHO 1127 2 It helps a lot to have lunches and snacks provided.

6 FDHO 1127 3 It helps a lot to have lunches and snacks provided.

6 FNDC 1052 1 Gives them a better chance.

6 FNDC 1133 1 Because healthy brain development for kids is very important.

6 FNDC 1323 1 You might as well start the children young, preparing them for school.

6 FNDC 1084 1 It is good for learning.

6 FNDC 1301 1 My twins will be prepared for preschool.

6 FNDC 1197 1 My child needs speech therapy and they provide that.

6 FPDC 1137 1 They are a big help to my child.

6 FPDC 1135 1 In the summer programming it is good that the children get out and are not cooped-up inside.

6 FPDC 1332 1 These specific programs (particularly the speech program) are beneficial for her.

6 FPDC 1323 2 You might as well start the children young, preparing them for school.

6 FPDC 1233 1 I don't get out of school until 4:30 and our bus system is horrible. So it gives me that little extra time to go and get my child.

6 FPDC 1084 2 It is good for learning.

6 FPDC 1226 2 Our family speaks French.

6 FPDC 1125 2 I love my kids and I trust my child care workers.

6 FPDC 1038 2 They are flexible by bringing the kids to meet me.

6 FPDC 1150 3 The day care has a summer camp, a special needs assisted child care and preschool.

Appendix 1.5 Responses to Long Answer Questions

6 FPDC 1419 2 It's not just a day care, it helps stimulate the children mentally.

6 FPDC 1130 1 It helps challenge the children to the next level.

6 FPDC 1169 1
My child is only in Grade 1 and if he has to take the school bus to day care they just drop him off on the street and that's not acceptable to me. I need to know he is safe and not have to worry about whether or not he has arrived at day care.

6 FPDC 1116 1 They provide a positive learning environment, not like a regular day care.

6 FPDC 1116 2 They provide a positive learning environment, not like a regular day care.

6 FPDC 1365 2 It is the only place that takes infants.

6 FPDC 1301 2 My twins will be prepared for preschool.

6 FPDC 1386 1 Because the program prepares the children for kindergarten.

6 FPDC 1429 2 I have a child who is preschool age.

6 FPDC 1320 2 The workers know how to deal with the kids' special needs, such as my grandchild's behaviour.

6 FPDC 1424 2 We liked knowing that our daughter liked it there.

6 FPDC 1424 1 We liked knowing that the children liked it there.

6 NPDC 1405 1 Because helping a child develop is important.

6 NPDC 1453 1 I want my kids to know God and they have a very good service.

6 NPDC 1419 1 It's not just a day care, it helps with the speech therapy, and it stimulates them mentally.

6 NPDC 1231 1 The lunches save me time in the morning and they are healthy.

6 NPDC 1079 1 Her education is most important to me.

6 NPDC 1243 1 We are a French family and I wanted to ensure that my child learnt her mother tongue.

6 NPDC 1245 1 The language is very important to us.

6 NPDC 1093 1 I wanted her to have a second language.

6 NPDC 1465 1 They provide a healthy lunch.

6 NPDC 1187 1 They had a full-time preschool program and they had a full-time preschool teacher.

6 NPDC 1226 1 We are a French family.

6 NPDC 1038 1 Walking the kids here and there for me really helps me out. They are very flexible.

Appendix 1.5 Responses to Long Answer Questions

6 NPDC 1150 1 The day care has a summer camp program, a special needs assisted child care and preschool.

6 NPDC 1204 1 This enhances a child's creativity.

6 NPDC 1127 1 It helps a lot to have lunches and snacks provided.

6 NPDC 1132 1 Because it's the only day care and it's a good day care.

Reason 7. Other reasons.

7 FDHO 1156 1 Because I'd rather my child be in a small day home.

7 FDHO 1342 1 I had no other choices; no one else to watch my child.

7 FDHO 1449 1 I don't know too much about the day care system, so hearing a place was good helped.

7 FDHO 1240 1 My son gets a chance to know his half-brother.

7 FDHO 1280 1 I could tell they were taking care of my child, providing her needs.

7 FDHO 1113 1 It's nice to know that you are dropping your child off somewhere safe.

7 FDHO 1106 1 Knowing that my children were going somewhere safe made me feel good.

7 FDHO 1380 1 Important to know that where your child is going is good.

7 FDHO 1425 1 I know that the staff are good.

7 FDHO 1307 1 I have known the owner all my life. She used to look after me and now she's caring for my child.

7 FDHO 1194 1 I know they are good.

7 FDHO 1144 1 So my daughter is not singled out. I like the fact there are other children with different backgrounds and the workers speak Spanish.

7 FDHO 1089 1 It provides a home atmosphere; being an only child, it gives the child the opportunity of growing up with siblings.

7 FDHO 1289 1 It was the only one at the time with space available.

7 FDHO 1441 1 She had a good reputation. I felt comfortable sending him there.

7 FDHO 1417 1 My sister works there.

7 FDHO 1304 1 Because the day care is close to my sister's home.

7 FDHO 1131 1 It is my only choice for day care at Marsh Lake because the government does not pay the day home providers a proper and fair rate.

7 FDHO 1329 1 We knew the worker at the day home and my wife works there.

7 FDHO 1436 1 Highly trained staff are very important.

7 FDHO 1088 1 More individual attention for the children.

Appendix 1.5 Responses to Long Answer Questions

7 FDHO 1258 2 Well to start all over again to train people how to deal with special needs would be really hard.

7 FDHO 1258 4 Well to start all over again to train people how to deal with special needs would be really hard.

7 FDHO 1118 2 Because we are Christian.

7 FDHO 1118 3 Because we are Christian.

7 FDHO 1295 3 So that all three of my children could go to the same day care.

7 FNDC 1365 1 It was easier for both of them to be at the same place, rather than at two different places.

7 FNDC 1126 1 The good things I heard about the day care.

7 FNDC 1409 1 It is important that all children be exposed to different cultures.

7 FNDC 1412 1 My children knew them too; I felt comfortable.

7 FNDC 1096 1 It was the only option available.

7 FNDC 1101 1 They have better activities for the children to do.

7 FNDC 1315 1 No other day care in the community.

7 FNDC 1098 1 It is the only day care in the community.

7 FNDC 1303 1 Because it's the only one.

7 FPDC 1149 1 Because I want my child to be in a good environment. They have good workers, a good environment and provide different activities for kids.

7 FPDC 1194 2 I knew it was a good day care.

7 FPDC 1134 1 Because I was able to get a job at the same day care that there was space for my child.

7 FPDC 1401 1 I know the workers.

7 FPDC 1171 2 There were no spaces available at my son's day care.

7 FPDC 1086 1 It made me feel comfortable hearing that someone else had a good experience with them.

7 FPDC 1086 2 It made me feel comfortable hearing that someone else had a good experience with them.

7 FPDC 1380 2 It's important to know that where your child is going is good.

7 FPDC 1425 2 I know that the staff are good.

7 FPDC 1106 2 Knowing that my children were going somewhere safe made me feel good.

7 FPDC 1412 2 My children knew the workers as well; I felt comfortable.

Appendix 1.5 Responses to Long Answer Questions

7 FPDC 1320 1 Because one of my grandchildren has asthma and allergies, it's important to have him in a clean environment.

7 FPDC 1383 1 I am there raising my child.

7 FPDC 1314 1 The day care has a home-like atmosphere and they have skilled workers.

7 FPDC 1379 2 I feel they have good values.

7 FPDC 1432 2 My family operates the day care.

7 FPDC 1432 1 My family owns the child care facility.

7 FPDC 1096 2 It was the only option available.

7 FPDC 1111 2 It is the only day care in town.

7 FPDC 1105 2 We both speak French and it is the children's first language.

7 FPDC 1101 2 They have better activities for the children to do.

7 FPDC 1314 2 The day care has a home-like atmosphere and they have skilled workers.

7 FPDC 1304 2 Because it's convenient.

7 FPDC 1276 1 Having my family there is very important.

7 FPDC 1276 2 Having my family there is very important.

7 FPDC 1417 2 My sister works there.

7 FPDC 1288 1 I felt comfortable knowing that family was there.

7 FPDC 1131 2 It is my only choice for day care at Marsh Lake because the government does not pay the day home providers a proper and fair rate.

7 FPDC 1098 2 It is the only day care in the community.

7 FPDC 1151 1 Because the day home is full. The lady of the day home has a waiting list.

7 FPDC 1174 1 Because all other day cares were full.

7 FPDC 1174 2 Because all other day cares were full.

7 FPDC 1067 1 Because I knew the workers beforehand. Safety is a huge concern and knowing these people meant I knew my kids were safe. You don't want to just ditch your kids in just anyone's hands.

7 FPDC 1258 3 Well to start all over again to train people how to deal with special needs would be really hard.

7 FPDC 1402 1 I drive her to school and they pick her up from the day care.

7 FPDC 1067 2 Because I knew the workers beforehand. Safety is a huge concern and knowing these people meant I knew my kids were safe. You don't want to just ditch your kids in just anyone's hands.

Appendix 1.5 Responses to Long Answer Questions

7 FPDC 1179 2 Because they consider infants.

7 FPDC 1155 2 It was convenient for both my children to be in the same day care.

7 FPDC 1155 1 It was convenient for both my children to be in the same day care.

7 NPDC 1372 1 Made me feel secure knowing that I could go and see the day care in their normal environment.

7 NPDC 1161 1 Because my education is important and this centre is very helpful.

7 NPDC 1429 1 I liked the manager of the day care.

7 NPDC 1371 1 It was important for me because I was in school.

7 NPDC 1414 1 I was able to view the care being done.

7 NPDC 1363 1 Having my child in the same area with me was nice because my child is only 5 months old.

7 NPDC 1379 1 I feel they have good values.

7 NPDC 1111 1 It is the only day care in town.

7 NPDC 1105 1 We both speak French and it is the children's first language.

7 NPDC 1258 1 Well to start all over again to train people how to deal with special needs would be really hard.

7 NPDC 1284 1 I liked how they interacted with my daughter.

7 NPDC 1118 1 Because we are Christian.

7 NPDC 1346 1 I agree with this philosophy.

7 NPDC 1179 1 Because they consider infants.

7 NPDC 1309 1 The day care is a bright and comfortable place for children.

Appendix 1.5 Responses to Long Answer Questions

Q6.1 If YES, Why are you satisfied with your present child care arrangements?

Family Day Home Clients

1253 Because I know the child care worker and my son likes it there.

1217 Because it is convenient.

1159 Because it works perfect with the hours.

1156 Because it's a small day home and a small amount of children.

1125 Because it's convenient and she takes good care of my children.

1308 Because it's convenient.

1329 Because our needs are met and our child enjoys the day care.

1362 Because she goes out of her way to help me when I need to work.

1050 Because she is very caring and meets the child's needs.

1113 Because she is wonderful.

1304 Because they are convenient.

1019 Because they are trustworthy and provide good care for my children.

1294 Haven't had any problems. She is good with the kids.

1417 Hours are flexible.

1464 I am happy with what I am receiving and my child really enjoys it there.

1240 I am satisfied with the day home because my child is safe, close to the school and convenient.

1033 I have no complaints.

1384 I like how the day home is run. It's a small environment. All the children are around the same age.

1307 I prefer to have my son in this day home, rather than another day care.

1280 I'm dependent on the child care service to make sure that a quality service is provided.

1252 It is answering our and the child's needs, and their flexibility.

1083 It is more like a home environment.

1248 It is much better than the last one my son was in.

Appendix 1.5 Responses to Long Answer Questions

1373 It meets all my needs.

1426 It meets my needs, encourages child development and have good hours.

1112 It meets my needs.

1322 It meets my needs.

1428 It meets my needs.

1374 It suits my children's needs.

1030 It suits my family's needs.

1054 It was convenient in caring for her whilst I had some health issues and I no longer need the child care now.

1088 It works good.

1129 It works well for the both of us.

1330 It's a good day home and they are nice people.

1089 It's not too far away, in the same subdivision. My kid likes it.

1460 It's what I need. My oldest child takes the bus from school to the day home.

1333 Meets my needs

1190 My child is happy there. Everything is good.

1201 My child is well looked after there.

1395 My daughter enjoys the day care and the hours are good.

1077 My son is happy to be there, and she provides a variety of activities.

1436 My son is happy to be there.

1119 My son's at an age now where interaction is good and he receives that.

1342 Right now he doesn't go a lot. He has a lot of friends there and it is downtown. My son enjoys it there.

1289 She does crafts with the kids and she takes them on outings. She provides good activities.

1410 She is clean, and a nice woman.

Appendix 1.5 Responses to Long Answer Questions

1449 She is good there, and she uses flash cards with the children. My daughter is learning fast.

1244 She is good with the kids and my child likes being there.

1070 She is good with the kids.

1380 She is good.

1074 She is great with my daughter.

1106 She suits our needs and is very good with the children.

1457 She takes very good care of my children. She has the same morals and values as me.

1175 She's above any expectations that I know.

1339 The child care meets all my expectations and the lady is very good with my child.

1206 The child care provider is very good with all children.

1040 The children are comfortable there.

1355 The convenience, quality and hours meet my needs. My child care cost is great.

1164 The hours meet my needs.

1441 The lady is great with my son.

1153 The price is affordable and the hours are flexible.

1194 The quality is good, the price is low, and the kids are looked after well.

1425 The staff there are good.

1144 They are exposed to outdoors and my daughter has made a lot of friends.

1222 They are flexible with their hours. It is close to my home.

1257 They are good and will extend the hours for me easily so they are convenient.

1195 They are good people and they are caring.

1036 They are very flexible and provide 24-hour care.

1335 They have a good program and it is convenient

Appendix 1.5 Responses to Long Answer Questions

1183 They have been my child care provider for 6 to 7 years and they are accommodating.

1060 They have good hours, the pay is good and they supply all meals.

1108 They meet my needs.

1023 They will drop her off if I have no transport. They provide respite care if I need a break and also have 24-hour care.

First Nation Day Care Clients

1303 Because they take good care of the kids.

1462 Convenient for my work schedule.

1256 Good hours and good service.

1242 I can depend on them.

1279 I have never had a problem there and my child likes it there.

1259 I have no problems with it

1028 I haven't had a problem with them.

1297 I just like it.

1198 I know the staff and my children are happy there. I know my children are happy and that's what makes it a good place. My children and I are First Nation and the day care is owned and operated by First Nations.

1098 I like the programs that they provide.

1265 I like the staff and the building.

1126 I need to work and I need the day care.

1234 It fits in well with my full time work.

1430 It helped me out when I was attending school.

1052 It is convenient as it is next door to where I work and the Child Development Centre picks him up in a bus from the day care.

1411 It is convenient.

1208 It is easy and helpful for me

1096 It is fine. We live in a small community, so you can't expect to meet all needs.

1133 It is the only option available here.

Appendix 1.5 Responses to Long Answer Questions

1435 It is well structured and provides a good social environment for the kids. There is lots of learning and it is very supportive of families - if is parent happy. It is just awesome.

1301 It meets my hours of work.

1365 It suits my needs and I like the staff.

1117 It was convenient.

1376 It works well for our working household and it is conveniently close to school.

1177 It's a good day care.

1084 It's convenient and my girls enjoyed it.

1382 It's going very well with having family working there.

1197 It's very good. They look after my child well.

1377 My girls are happy there.

1223 The day care meets all my needs and the centre is well kept.

1412 The overall quality is great.

1409 There is lots of communication between care workers and the director. Do a lot of different outdoor activities.

1238 They are good there.

1042 They are great and are like a second family for my children. They provide a supportive, friendly, safe and loving environment.

1101 They are wonderful.

1323 They have a good manager.

1003 They provide a pretty good service.

For Profit Day Care Clients

1026 Because it is a good group and the kids are happy.

1438 Because it is convenient.

1134 Because it meets my needs.

1402 Because it meets my needs.

1320 Because it's convenient and I like how they care for the kids.

1321 Because my needs are met.

Appendix 1.5 Responses to Long Answer Questions

1180 Because the hours are good and the day care is convenient.

1332 Because the programs offered are good

1401 Because they have qualified workers. It's a good day care with a good standard.

1137 Convenient for me to get things done during the day.

1219 Good facility and the staff are excellent. My child enjoys it there.

1061 Good group of kids. They go and read and learn.

1218 I am satisfied with the arrangements because my husband is home during the day. When I come home he leaves for work.

1005 I feel comfortable and content when he is there as I know he is safe.

1224 I finally have them on a routine at the day care and they really like it there.

1389 I know one of the people that works there. She is a really nice lady. She lets me know everything about my son while in care.

1035 I know that the quality there is good.

1432 I know the staff.

1386 I like him to be at day care 3 times a week. I have other things to do and at these times it gets done.

1067 I liked the way they handled the kids. When a problem arose, I liked the way they dealt with the problem. It is all around a great day care.

1123 I love the day care.

1146 I love the facility and the environment.

1182 I really like the lady that cares for my daughter. She is really nice.

1357 I took him out of a day care. I wanted him to have the structure of a home setting. I like the day home better.

1331 I work there too.

1029 It has good hours and they pick her up.

1250 It is a good day care and he loves it.

Appendix 1.5 Responses to Long Answer Questions

1390 It is a smaller day care, and the location is just two blocks from my house.

1319 It is convenient.

1391 It is convenient.

1325 It is convenient. I don't have to go far to drop off my child. There is no rushing around. I just drop her off and have time to get to school.

1278 It is located where my girls' school is and it is good to drop them all off in the one spot.

1001 It is safe and they have good programming.

1024 It is very convenient and the kids love it.

1288 It just works for me.

1109 It meets my needs and convenient.

1220 It met all my needs as a day care.

1281 It suits my needs.

1176 It works well with work hours and after school hours.

1241 It works well. My daughter is happy and so am I.

1056 It works with my schedule

1228 Location is convenient and open late enough to pick up my children at 5:30 pm

1383 My child has been there since he was a baby, so he has grown up with the children.

1152 My child is happy there.

1341 My child is learning lots and she has fun there. I like the staff.

1437 My child likes the day care.

1276 My children are picked up from the bus and if I don't make it to pick up the children, my mother takes them home. I get benefits having my family run it.

1069 My children like it there.

1314 My kids are happy with this day care.

1295 My three children are happy there. They seemed to have adapted well to it.

Appendix 1.5 Responses to Long Answer Questions

1166 Suits my hours.

1434 The activities they do with the children are great. I have friends who work there and my daughter has been there for ten years.

1225 The child care is convenient, the rooms are connected and the children are all together and not separated by age groups.

1209 The child care meets al l my expectations.

1239 The child care works well with my schedule.

1116 The children are in safe hands. There is only a limited amount of children at one time, which lets each individual child have more support and attention.

1454 The day care feels and looks like home and the children are comfortable there.

1082 The day care meets all my needs.

1155 The hours are good and the environment is safe.

1296 The hours are good and the quality is good.

1066 The lady who runs the day home is very reliable and trustworthy.

1022 The location is good and they offer the right hours.

1291 The location was good. The service was great.

1200 The play school has excellent services.

1015 The service is adequate yet there is always room for improvement.

1393 The stability, kindness, programs and how they work with the kids. The day care is perfect for my needs.

1282 The workers are good and my children love it there.

1169 There is no inconvenience to me. They are open the hours I need. They pick him up after school. They are located downtown, which is convenient for me.

1071 They are good with the kids and my children enjoy being there.

1424 They are great with the kids.

1120 They are meeting my needs.

1286 They are pretty flexible when it comes to how often my child is there or not there.

Appendix 1.5 Responses to Long Answer Questions

1011 They do an excellent job and my son is very happy.

1233 They help me out a lot. Someone makes sure that my son gets on the bus, only if I am on it. And they are waiting for me at the bus to drop him off.

1122 They meet my needs as a full time student.

1012 They meet my needs.

1092 They meet my needs.

1130 They meet my needs. They follow the routines I give them.

1216 They pickup my daughter with the bus.

1091 They take very good care of the children, provide lots of activities, and snacks.

1260 They were friendly and my sister really enjoyed it.

1085 They're there all the time and were very understanding.

1149 They provide everything that I want from my day care.

Non Profit Day Care Clients

1237 A good day care worker works there.

1132 Approved from subsidy and the hours are good.

1055 Because CDC (Child Development Centre) is in the day care.

1150 Because I operate the day care.

1046 Because good people work there.

1016 Because it is very convenient for me.

1009 Because it is working out really well.

1463 Because it meets my specifications and requirements.

1396 Because it meets our needs and the kids' needs in a lot of respects. Our needs being the need for French, space and availability and it meets our time schedules.

1025 Because it works out well. It is close, affordable and my kids are happy.

1170 Because it's a good day care.

1404 Because it's convenient.

1031 Because my son is happy.

Appendix 1.5 Responses to Long Answer Questions

1269 Because the day care really helps me out. They are a great help for a working dad.

1316 Because the hours are good.

1049 Because the kids are happy there.

1027 Because the location and hours of operation meet our needs.

1145 Because the overall quality is good.

1266 Because they are working hard to accommodate our needs.

1465 Because they provide a healthy lunch and we can meet people.

1346 Because this day care is located in the same school where my oldest child goes to school, so it is convenient.

1309 Good learning opportunities and good staff.

1231 Great people and my child is happy.

1044 I am comfortable with it because she has been there so long and I know the child care workers from school.

1076 I believe my son is getting good care.

1343 I know people there and my child is being loved.

1192 I like the child care centre and the price is good.

1429 I like the programs they offer and the manager.

1353 I think it is a good centre.

1408 I think they take great care of the children.

1277 I'm glad that I have some place to bring my child.

1178 It gave me time to do what I had to do. The child care providers were doing a good job.

1459 It helps me a lot.

1038 It is a safe environment and I know that they are looked after.

1057 It is convenient and it is a good day care.

1392 It is good quality care.

1059 It is sufficient; the workers are good there.

1021 It is very convenient for me being close to school.

Appendix 1.5 Responses to Long Answer Questions

1079 It is working out well.

1103 It meets my needs as well as my child's.

1147 It meets my needs.

1361 It works for me.

1419 It's way better than the day care that I had them in before.

1298 My child is happy there and I like the workers.

1375 My child is happy, loves going there. They provide well educated staff.

1372 My child loves being there; the environment is very good.

1284 My daughter is happy there.

1306 My kids are happy at this day care.

1212 My kids are happy there and if they are happy I am too.

1202 My son has lots of fun at the day care.

1405 Right now I'm home with my child.

1172 She's in a good routine and the staff are really informative about my child.

1299 Staff is experienced and educated, loyal staff.

1369 Suited my needs. They provided lunch and snacks.

1226 The French programming and the child care subsidy.

1229 The child care fits my work schedule.

1187 The day care had a good quality service.

1093 The hours were good for me, and the staff are great.

1188 The location is good.

1273 The people there are good. They take care of the children and if I have any concerns they always address them. It is a smaller operation so they are more attentive.

1211 The people who work with my son are good.

1446 The programs are good.

Appendix 1.5 Responses to Long Answer Questions

1204 The staff are always smiling and giving the kids hugs. They explain all that the children have been doing very well.

1397 There is not a lot of kids there and it is very clean.

1258 There is wonderful staff and I get to see my own kids during the day.

1363 They accommodate me.

1379 They are friendly.

1300 They are good there.

1181 They fill our child care needs and the hours are flexible.

1443 They have good hours and they meet my needs.

1254 They have good hours, are in a reasonable location and provide a safe environment.

1352 They have more staff and it is clean. Because there is more staff they can take a break.

1161 They help out a lot. I don't have to bring any food or baby supplies. The also provide for my meals while at school.

1452 They meet and exceed my expectations.

1004 They meet my needs by providing a caring environment.

1018 They meet my needs. It is a safe environment. It works for everyone.

1359 They provide a good service and it is close to home.

1345 They provide a very stable, structured environment with good educational programming. The staff are good and skilled and the facility is newly renovated.

1453 They treat us good and it meets all my needs as a day care.

1127 They're really nice and they make you feel comfortable.

1262 Workers were good and accommodating.

Appendix 1.5 Responses to Long Answer Questions

Q6.2 Why are you NOT satisfied with your present child care arrangements?

Family Day Home Clients

1131 I find the care very marginal. This particular program doesn't provide any snacks or food. As a single parent I don't seem to be getting any full support from the child care.

1302 Sometimes when I have gone to the day care to drop off my child she is not there and I have to wait for her. If I get angry with her about this she will yell at me. She also closes for the summer and holidays.

1456 The child care provider's lack of responsibilities to the children.

1420 The hours at the day care need to be extended.

1318 The quality of care is below standard.

1249 When the day care was taken over they didn't take the children out much on walks. They also did not break the children up according to age groups and do different activities with them so my son was unhappy

First Nation Day Care Clients

1034 It is expensive, not reliable and there are on other child care options in this area

1270 The cost is too high

1315 The day care had shut down at this time and the quality of the day care was between average and poor.

1107 They are not open at lunch time. I have to leave work to go and pick him up. And they are not open in the summer.

For Profit Day Care Clients

1367 Did not think the overall quality was very good. There was no routine or structure.

1398 I don't have him in day care right now.

1151 I don't like the location of the day care. It's not too far from the liquor store and the bar. They should relocate the day care to somewhere safe.

1135 I'm not happy with the ratio of children to workers. There needs to be more child care workers.

1334 Staff turn over rate is very high, and it is not very clean.

1427 Staff turnover is quite high. With the exception of the nursery room, I am not impressed with the rest of the day care.

1073 The day care doesn't have specific criteria/programs in place, it seems to just be a "free for all". Some staff think that some children should be more advanced than they really are, therefore they expect them to be able to do things they are not capable of. There are no

specific/designated areas (other than the baby room) for the different ages. For example, my 18-month-old and 3-year-old are in the same play areas as the school age children, because of this they are learning language (swearing) and behaviour (hitting, pushing) that they shouldn't be learning at this age. There should be separate areas for preschool and school age children as well as the baby room they currently have.

1086 The quality of the day care is poor overall, with programs and supervision.

Non Profit Day Care Clients

1171 At my daughter's day home she was exposed to the wrong type of shows on television. The day care provider was yelling at her teenage daughters in front of the kids too. I therefore pulled her out of this care.

1371 He's not in day care right now.

1243 I am concerned about the high turnaround of staff

1348 My child can't talk too good and he is two years old. I don't know what happened, but he is not happy there and he doesn't want to go there.

1002 My child was not stimulated enough at day care as he was left without any activities. He was even complaining and his behaviour was worse. We ended up leaving the day care.

1356 My kids are 8 and 11 years old and they need activities for their age group.

1105 People had no training, no stability. The management had trouble keeping people.

1179 The price is too expensive.

1245 There is a big change of educators all the time, and it is hard to get educators in French. Therefore there is no stability.

1221 There is no day care open early and I would like to see day cares open earlier.

1043 There is no structural programming where my son is. They just watch him but he is loved there.

1118 They are understaffed; younger children need a regular routine, someone who will be there all the time.

1111 They need better programs and activities for the children. More structure and a routine.

Appendix 1.5 Responses to Long Answer Questions

Q7.1 If YES, Why do you feel you pay too much?

Family Day Home Clients

1164 As a single parent I have to pay so much.

1302 Because $500/month is too much when I also have to pay for rent and food. All my money is gone and I have no money for extra expenses.

1335 Because I am on a low income. I find it costly.

1322 Because I have to pay extra.

1131 Because the cost is too much to afford right now. The government is not user friendly and the child support shouldn't be calculated as part of your income.

1106 Being a single parent I find it hard sometimes to make the payment.

1244 Child care is expensive in general.

1428 Half of my pay cheque goes to day care as I am not eligible for subsidy.

1074 I receive a subsidy but I still have to pay a portion and I find it hard when I am on a low income budget.

1089 If I did not have a subsidy then it would not be worth putting my child in day care. I would be better off staying at home.

1206 If I make a certain dollar amount they don't consider my bills and my rent.

1240 It costs a lot of money for only 1.5 hrs 5 days a week. The holiday rates are raised. During spring break I had to pay an extra $100.00.

1186 It gets expensive and harder

1060 It's a bit high, but it is worth it because the service is good.

1449 It's a lot for a single parent with only one income.

1374 It's around $1200/month for all three of my children.

1156 My child goes part time (2 hours a day) and I think I pay too much for child care.

1249 My son didn't go to day care in December but I had to pay the full amount just to hold his spot

1304 The second day care cost more than the first day care.

Appendix 1.5 Responses to Long Answer Questions

First Nation Day Care Clients

1256 Because I can't seem to get ahead.

1034 I can't afford it

1168 It's just too much to afford right now.

1270 When I work, the parent contribution goes up

1065 Because I am on a limited low income.

For Profit Day Care Clients

1151 Because I have to pay other bills and groceries are expensive. I think that parents on income support shouldn't have to pay so much for day care.

1015 Because child care is a necessity and should be a basic right.

1135 Because there are not enough child care workers to cater for my child.

1334 Child care is expensive in general.

1219 I am a low-income student and I pay an extra $50 more. The day care rates went up this year and it makes a big difference for me.

1281 I am a struggling student and I find it tight on my budget.

1291 I am working part time and half of my paycheque goes to child care.

1341 I pay $575.00 for one child in child care. She goes Monday - Friday 9:00 AM - 4:00 PM.

1209 I pay an extra $100/month and they are not always there because of my schedule. The extra $100 can go towards food because I am a single parent.

1325 I pay an extra seventy-five dollars and still have to provide lunch. Some day cares are less and they also provide lunch.

1012 If I didn't get the subsidy, I don't think I could afford it.

1067 It is hard for two working parents to afford child care. Even with the subsidy, there is still a lot to make up.

1073 The cost does not include meals, snacks, diapers or extra activities such as swimming. In the day cares I've used previously this was all included in the day care cost.

1134 The price range between toddlers and 3-year-olds are not different. It is kind of expensive.

1071 They don't provide food and my children are only there part time.

Appendix 1.5 Responses to Long Answer Questions

1220 They took away my subsidy and I couldn't afford day care.

1218 We pay close to $500.00 per month. We don't qualify for subsidy and we are right on the borderline.

1367 Well, I have subsidy to pay for most of it, but I had to pay for them to pick up my children from school. I thought they could at least include that already in the pay, not be something extra.

Non Profit Day Care Clients

1429 All child care is expensive.

1093 All child care seems really high in general.

1204 Because I am on low earnings during the winter time, so it is expensive.

1027 Because I don't see where my money is going. They seem to always be complaining about a lack of supplies.

1277 Because after you pay for child care, you don't have much left for anything else.

1179 Because the price is too high.

1266 Because when I take on a new job that will push me into a higher income bracket and I will not be eligible for subsidy.

1150 Because with four kids in the day care I have to pay extra money.

1408 Day care cost is more than our mortgage payment.

1046 Everyone pays too much. Half of my paycheque goes to child care.

1105 For the quality of service provided it was too high.

1139 Having to pay extra money for 2 children was too much to afford and I was going to school at the time.

1192 I am a single parent and I don't qualify for subsidy.

1359 I am a single parent and my subsidy changes every 6 months. The prices have gone up for child care and it is getting harder for me.

1221 I am a single parent, even though I work for the government. I don't always get my maintenance money on time too.

1245 I don't have a high income and the rate is really expensive.

1202 I don't need the day care all the time. My understanding is that I will not qualify for subsidy for drop-ins.

1229 I pay too much and I feel that subsidy should adjust to my income. I shouldn't pay too much out of my pocket.

Appendix 1.5 Responses to Long Answer Questions

1079 I think I am paying more than I should pay as I am not earning as much as I used to.

1375 It is a big chunk of your monthly income when you don't make that much.

1059 It is too high and over the Christmas holidays and spring break there was a big increase in cost even when we were not using the service

1178 It was expensive having 2 children in child care.

1076 It's reasonable, but it could still be cheaper.

1118 My daughter goes to school and then goes to the day care for only 45 minutes to an hour. I still have to pay as though she was there full time.

1237 My son goes to day care only after school and I pick him up at 5:30 PM. I pay $575.00/month for only part-time attendance and I am a single mother.

1392 My son is there for 2 hours a day and I have to pay a large amount every month.

1451 They take my gross income and I don't make much money.

1396 We are on subsidy and they have classified me as a full-time worker only because I work two hours too many. Anything over 20 hours is considered full-time, so we receive less subsidy. I have to pay the parental portion as if my children are going full-time, not part-time like they are. My extra two hours of work does not even cover the extra I have to pay.

1018 Yes, because I have extra out of pocket expenses but it is not enough to pay child care workers adequately.

Appendix 1.5 Responses to Long Answer Questions

Q9.1 If YES, What are these other concerns you would like to raise about licensed child care?

Family Day Home Clients

1175 Before this day home I've realized that some day cares don't offer as much to the kids.

1030 Child care providers should get more support from child care services.

1119 Child care workers should receive a lot more support from the government, higher pay and better hours.

1077 I believe that child care workers should be paid more and have more support from the government, with funding.

1302 I do not think it is fair that if the day care closes for the summer or holidays that I should still have to pay them for that time. This means I have to pay double the amount for day care, $500/month to the closed day care and $500/month to the other daycare that my child has to go to when our regular day care is closed. This is not right or fair. Also, there should be more places that are open in the evenings.

1144 I feel there's too much TV exposure and in the winter they are not outside a lot.

1307 I think day homes and day cares are under funded.

1019 I think the child care subsidy should be raised. I only get $450 per child. The cost of child care is going up but the subsidy is not.

1248 I used to work at Maranatha Play School and there was a lady there that was very physical with the children. It was reported to the director who did nothing. The person was fired only when Child Care Services got involved. There needs to be more monitoring of child care centres and their directors.

1186 I would like to see a child care facility at Marsh Lake

1420 I'm concerned that there are too much children in this day care.

1153 In the past, the costs were quite expensive.

1457 It costs too much for day care. It costs less not to go to work and to live on welfare. The price of day care is outrageous.

1333 It would be good to have higher subsidy rates or lower day care rates

1257 My present child care should go to some upgrade because they have been around for so long. My child bit another child and the care worker bit him back which is not appropriate.

Appendix 1.5 Responses to Long Answer Questions

1289 Not enough available day cares who offer care for people who do shift work at nights.

1339 The last day home had too many children and less staff. This is not good, a child could get hurt.

1194 The turnover of staff is too high because they don't get paid enough.

1436 There is a lack of communication between the school and the day care. The day care was closed once and the bus dropped my son off and he was locked out. There are no emergency plans in place.

1054 There should be better watchdogs on individual day homes. In a day care my daughter was in previously there was a lot of neglect. One child was locked in a "time-out" room for two hours and they forgot about him.

1280 They need to have more child care service workers coming to visit periodically, maybe every two weeks, to ensure good service.

1201 We need more child care spaces.

First Nation Day Care Clients

1382 Child care workers are not being paid enough.

1462 Have more qualified child care workers. The child care facilities should have a routine and structure. Children should not be watching T.V. at day cares all day.

1411 I just want to know whether day cares get inspected on a yearly basis.

1133 I wanted to know if there is a policy for general day care because there was a dog at the day care and I don't think there should have been one there.

1168 My child gets sick too much and this concerns me.

1409 The ratio of care workers to children should be lower.

1323 The workers need to pay more attention to the children. They are responsible for them.

1034 There should be more subsidy

1265 This child care closes every summer and I would like to know why. They need more back up as they have to close when they are short on staff.

1439 We need more qualified child care staff. They need to do more early childhood classes.

For Profit Day Care Clients

1053 Child care facilities need more staff. The kids need to be watched more so as there will be less bumping, bruising and biting.

1233 Child care workers are not being paid enough.

Appendix 1.5 Responses to Long Answer Questions

1124 Child care workers aren't being paid enough and they need more training in child care.

1434 Child care workers do not get paid enough for the amount of work that they do.

1086 Good quality is an urgent need in day cares. There needs to be more care givers per child. We need to recognize that care givers are raising our children. The need to be more like good parents.

1001 Greater than 12 months ago there was a bad situation at a day home where a worker was caught in possession of pornography. The whole situation was not handled well even after the arrest. The authorities did not supervise the day home and deal with the emotional instability generated there.

1331 Have schools introduce after school care and day cares can fill their space for younger children.

1357 I don't think day home providers should be able to open and operate without a level one. A level one is not enough to open a day home. They should have a level three to open a day care.

1116 I feel that child care workers are under paid. They are raising our future generations. If they were paid more they might put in more effort.

1182 I had problems at Love to Learn. My daughter had a terrible diaper rash where she was bleeding. I do not feel the babies were supervised well, as my child was being harmed by other children (bully kids). One woman should not have been with babies. She would scream at them. Even after complaining, she still worked in the baby room to cover breaks. She was way too stressed to work with babies. This day care never really had a good sleeping room and I would find my daughter sleeping in play area because they said she would not go in the nap room because another child was sleeping already.

1061 I think that it should be more regulated for safety issues.

1282 I think that there should be more day cares that provide night watching for those people that work shifts.

1278 I want to know why I have ended up paying more here in Whitehorse for day care than I did in Ross River.

1151 I'm concerned about the cost I have to pay for day care and the location of the day care is unsafe.

1332 It would be good if more day care providers offered a program for babies and younger children

1224 Lack of child care facilities in the Yukon. They need to have at least one in every community.

1325 Maranatha does not give permission slips when going out of the day care. They always go to the park or the pool and they never let me know. I find out from my child.

1065 More funding for day homes.

1205 The Church of Nazarene Day Care had never wiped my children's noses because they were dirty every time I went there.

Appendix 1.5 Responses to Long Answer Questions

1225 The child care providers do not get paid enough.

1401 The cut-off date for subsidy should be extended.

1383 The ratio of children to care givers is too high. Right now it is 12 to 1.

1015 The system needs more money so it can do what the education system does.

1135 The workers qualifications need to be higher (perhaps degree qualified). An increase in wages would follow as the job would be recognized as a profession.

1066 There is not enough funding for activities for the children.

1200 There should be more day cares with well paid staff.

1029 They should be measured against the top child care services (or the more successful ones). They should monitor child care workers more as I have heard reports of children being served rotten milk.

1155 They should have information on all of the staff members, so parents will know information about them.

1367 We need to make sure that there are more qualified day cares. Increase the regulations over day cares, or at least make sure that they are being met.

1260 When my sister was going to day care there was no reading, learning or math. The day care only did arts/crafts and she was in grade 1.

Non Profit Day Care Clients

1018 Better background checks for staff are needed and more transparency when a child care worker is charged with an offence.

1043 Child care workers are paid so little (often $9 per hour) so there is high turnover.

1171 Day homes should be checked more often.

1118 I don't think paying full time prices for children that only go to the day care is fair.

1298 I think that Level 1 in Child Development should be a requirement in the hiring process of workers, not just hiring them and then training the workers as they go.

1451 I think that day cares are under staffed.

1103 I think that other day cares should follow programs and stick to them, like schedules.

1306 I think that parents should have more involvement with the day care programs and volunteering. They should have opinions on what kind of program or services they would like to see in the day cares.

1446 I think there should be stricter monitoring of child care centres.

1237 I think they should find more information on their child care workers. There was an ex-drug user working in the day care and when she touches my child

it goes into his system. I got her fired. I am afraid it could be happening in other child care facilities.

1371 I think they should have cameras in the day cares in case something should happen. This will show them proof of what happened.

1027 I would like to see a bit more investigation into the background of child care workers. Classes are too big for the child care workers to handle and there is a lack of funds available.

1178 I would like to see their regulations and the qualifications of the centre and the staff.

1076 It would be good to have better programming for each individual age group.

1187 Make sure all child care workers have their proper levels when working in a day care facility.

1044 My child often gets hurt by other kids. There are not enough staff for activities like potty training.

1356 My concern is that they have no camps for 8 - 12 years age group. They need to have a structure to accommodate my children. They have no activities for their r age groups. I worry because my children don't like to go and I can't leave them alone at home.

1055 My son is highly active so I need to ask staff for additional help to keep an eye on him.

1025 Pay child care workers better to reduce turnaround.

1343 Separate the older kids from the younger children. I don't like it at all when the older kids play rough with the younger children.

1392 The cost is too much for the day care.

1254 The high level of unavailable services is of concern.

1145 The pay is not good enough for the workers. Some workers don't stay with their job very long.

1258 The ratio of care givers to children is too low and should be changed. One care giver for twelve children is too hard on everyone.

1243 The space at the day care is limited. They no longer have a common room for group activities. There is also a high turn around of staff and low levels of certification among child care workers which is probably links to low wages.

1414 There is not enough inspectors.

1111 There isn't enough information about staff, and the day care provided.

1127 There needs to be more checks for day homes and day cares. To maintain a good reputation and to stay clean. Day cares should have to close for half of a day to clean the facility well when there has been an outbreak of something like lice.

1002 There should be smaller day cares with more of a home focus to manage the kids better.

Appendix 1.5 Responses to Long Answer Questions

1204 They had mould in the walls at the Church of the Nazarene Day Care.

1348 They should have daily reports and tell me what my son eats.

1038 They should look at fair wages for child care employees and set some minimum standards for workers working in that field.

1419 To make sure that regulations over the day cares are being met.

1346 We don't pay the workers enough. I like the idea of a National Child Care system.

1230 When I pick up my son the older school age children are playing rough with the younger kids. This should not be going on there.

1262 Workers of the day homes don't get paid enough to stay in that line of work. There are no benefits and when you go for a course it is taken off your paycheque. It should be paid for. Most people can't afford to lose that amount off your paycheque.

Appendix 1.5 Responses to Long Answer Questions

Q10.12 reasons provided for selecting this as most important?

1. Increase the number of licensed child care spaces in my community.

1 FDHO 1153 A lot of day cares are full.

1 FDHO 1108 Because there needs to be more licensed child care so parents can receive the subsidy.

1 FDHO 1113 I am limited to day cares who will take a child under 18 months. I live in Riverdale and I have to go to Lobird for care. I use public transportation to get around.

1 FDHO 1190 I am looking for another child care place because this one is closing. It is hard to find another place because they don't want part-time kids.

1 FDHO 1460 I know so many people that are looking for day care space and placed on a waiting list.

1 FDHO 1420 I think it's too crowded with children.

1 FDHO 1449 I was working in Mayo and there was no day care there. It was costing me $200 a week for a babysitter, when I was getting $500 from my job.

1 FDHO 1106 It is hard to find a place that will accommodate my work schedule.

1 FDHO 1131 So people that have to work have some good resources in the community.

1 FDHO 1201 There are not enough day care centres in Whitehorse.

1 FDHO 1019 There are not enough day homes. I have to drive from Porter Creek to Riverdale. There isn't many day care centres that care for children under 18-months-old.

1 FDHO 1289 There are not too many day cares or day homes who have space available.

1 FNDC 1315 Because in Haines Junction there's no spaces available.

1 FNDC 1242 Because this day care is really small and if you don't get in you won't get it.

1 FPDC 1109 Because I had my son on a waiting list for many months.

1 FPDC 1174 Because I live in Porter Creek and I can't find a day care available close to my home. All the day cares are full all the time.

1 FPDC 1022 Because it is really hard to find child care spaces in Whitehorse.

1 FPDC 1334 It's really hard to find space in day cares. You end up being on waiting lists for months sometimes.

1 FPDC 1389 More options for day homes would be good.

1 FPDC 1319 There's not enough spaces.

Appendix 1.5 Responses to Long Answer Questions

1 NPDC 1079 Because I have a younger child who I am trying to get into day care but I cannot find a space available.

1 NPDC 1221 I am finding it difficult because of my shift work. I would like to see a 24-hour day care for working parents with shift work.

1 NPDC 1306 I think there should be more day cares in Whitehorse. I think there is enough day homes.

1 NPDC 1284 It's hard to find a day care. It took me 2 months to find one. There wasn't enough space in the day cares.

1 NPDC 1273 So there is more availability for everyone.

2. Increase the quality of the programs offered by licensed child care services.

2 FDHO 1280 A quality program. The first day home I went to this year the provider was overworked and stressed. The second place didn't give my asthmatic child her medicine and had to be taken away by ambulance. It seems they are not being properly trained and they are not following proper procedures.

2 FDHO 1033 Because children need programs to work with.

2 FDHO 1257 Because good programs give the child a chance to learn before they go to school

2 FDHO 1144 Because my daughter's day care doesn't have any programs offered that I know about.

2 FDHO 1436 Children need good programs.

2 FDHO 1077 Children should be raised by parents, but society forces us to go and work. So the more educational and nurturing programs we have for the children the better.

2 FDHO 1175 Other day cares don't offer enough activities, learning techniques, and attention to the kids. I think this should improve because it's very important to our children.

2 FDHO 1125 So that everyone gets good quality care.

2 FNDC 1234 Because good programs give kids what they need and help working mothers.

2 FNDC 1101 Good programs, keep the children safe and happy.

2 FNDC 1042 If kids are given good programs early on it makes it easier for them when they enter school.

2 FNDC 1365 We need our children to have quality programs with education. They are in the care at a very developmental stage in their life.

2 FPDC 1149 Because I want good quality programs for my child while in day care.

2 FPDC 1029 Because busy kids do not get in trouble.

2 FPDC 1135 Because it encompasses all of the others.

2 FPDC 1015 Better quality programs can catch any problems in children early on so as preventative measures are not needed later on (which can be costly).

Appendix 1.5 Responses to Long Answer Questions

2 FPDC 1209 Children are getting older and they need to learn as they are growing. Older children should have programs for their age groups.

2 FPDC 1067 For me, it helps out the kids a lot later in life to have had a good head start before starting school.

2 FPDC 1053 I think that educating our children is very important. Programs that contribute to a child's brain development are very important.

2 FPDC 1124 These child care workers are helping me raise my child.

2 NPDC 1171 Because every child is unique and need specific things to help them; programs should be tailored accordingly.

2 NPDC 1150 Because good programs offered by good instructors is very important for the younger children.

2 NPDC 1049 Because it is for the development of the kids. The more you offer them the better.

2 NPDC 1170 Because it's important to train and take good care of the children while they are young. Offering programs will teach these children a lot.

2 NPDC 1371 I don't think they have enough programs offered.

2 NPDC 1343 Offer more programs instead of always playing

2 NPDC 1027 The programs offered are a little limited. My son just seems to be doing colouring in and nothing else.

2 NPDC 1230 This day care has no daily routine such as reading, art or learning. It seems like they play all day.

2 NPDC 1002 What we do with the kids is most important.

3. Increase funding for children with special needs.

3 FDHO 1426 Because special needs kids need extra one-on-one time.

3 FDHO 1380 I have a daughter who just moved up here who is special needs.

3 FDHO 1307 I have a friend who has a child with special needs and it was hard for her to find a qualified provider. Increasing funding will be of help to these kids.

3 FDHO 1183 I have a special needs child.

3 FDHO 1036 I think special needs children do not get recognized enough. They need a lot of equipment.

3 FDHO 1342 My niece in-law has special needs.

3 FDHO 1330 These kids need all the help they can get.

3 FNDC 1107 Because I have a child with special needs, to be able to have as much support in the help or developing the child the better.

3 FNDC 1084 Because a lot of kids have disabilities.

Appendix 1.5 Responses to Long Answer Questions

3 FNDC 1259 Because there are lots of special needs children in our community

3 FNDC 1117 I see a lot of children with special needs and day cares can't always give proper support.

3 FPDC 1332 Because it is the field of work I'm in and I have a lot of special needs clients

3 FPDC 1082 I have a child with a special needs; more funding help is always good.

3 FPDC 1024 I have taken care of special needs children and have found that not all of their needs are met.

3 FPDC 1357 It is hard with special needs children.

3 FPDC 1216 My daughter needs more help.

3 FPDC 1314 Not enough funding for children with special needs.

3 FPDC 1056 There are so many special needs children and not enough funding for them

3 FPDC 1176 They need the same attention as other children.

3 FPDC 1383 We don't have enough qualified people who can properly take care of children with special needs.

3 NPDC 1451 It is challenging to deal with special needs children.

3 NPDC 1161 It's fair to these kids to receive the special care.

3 NPDC 1465 It's very expensive.

3 NPDC 1103 More funding to assist in the training of workers who deal with children with special needs in communities. They are hard to find.

3 NPDC 1372 Special needs children need more support than say regular children, and workers need the proper education to care for them.

3 NPDC 1363 The children require more help with learning and care.

3 NPDC 1211 There are babies that have special needs and they need the attention.

4. Decrease the cost of licensed child care services for low income families.

4 FDHO 1335 Because I am a low income earner

4 FDHO 1464 Because I am in a low income family.

4 FDHO 1089 Because more people could pay form their own pockets, rather than taking from the taxpayers.

4 FDHO 1441 Being a low income mother, my budget is tight.

4 FDHO 1156 For low income families, they shouldn't have to pay so much.

4 FDHO 1333 I am a single parent

Appendix 1.5 Responses to Long Answer Questions

4 FDHO 1159 I find that the subsidy doesn't take into consideration the gross income of the low income families. Some families can't afford day care cost because of other bills they have to pay.

4 FDHO 1249 I would have kept my son in the day home longer if the cost was lowered

4 FDHO 1362 I'm a single mother who doesn't receive child support.

4 FDHO 1457 It costs more to send children to day care than for them to stay on welfare. I know what it feels like, I've been there.

4 FDHO 1456 It helps out a lot because I am a single parent.

4 FDHO 1074 It is less stress on parents not having to worry about money.

4 FDHO 1410 It would just make it easier on tight budgets.

4 FDHO 1428 So as low income earners are able to go to work.

4 FDHO 1302 The cost of day care is too high because I am only one person earning not much money and I also have other costs as well, like food and rent.

4 FDHO 1070 There are a lot of single mothers out there with one to three kids who need a break, and with only one income it makes it hard to pay for everything.

4 FDHO 1374 We need more money for other activities, like dancing, or sports. All the money goes to day care now.

4 FNDC 1270 Because it is hard for low income families to afford child care on top of all the other bills they have to pay.

4 FNDC 1256 Because low income earners cannot pay the high cost of child care.

4 FNDC 1198 I am a single mother and I only make a moderate income.

4 FNDC 1003 I don't earn all that much money.

4 FNDC 1208 I have to pay too much as a single parent

4 FNDC 1168 I think the cost is too much.

4 FNDC 1265 This is important because the cost of living goes up.

4 FPDC 1228 At one time I was paying more for child care than my mortgage payments

4 FPDC 1398 Because of my budget I was paying quite a bit. When I was able to receive a subsidy, it helped with payments.

4 FPDC 1120 I am a low income earner.

4 FPDC 1219 I am a low-income single parent too.

4 FPDC 1391 I can't get subsidy because I'm not working or going to school, so I have to pay the whole amount myself and I can't work because of my health issues.

4 FPDC 1155 I do have low income and it's hard to afford.

Appendix 1.5 Responses to Long Answer Questions

4 FPDC 1071 I have a low income and I only get support for one child for child care.

4 FPDC 1073 If I was not receiving a subsidy and had to pay for the day care cost myself totally out of my wages I would not be able to afford it.

4 FPDC 1281 It would just make it easier on the budget.

4 FPDC 1130 It's difficult to pay the cost of day care when you have a low income.

4 FPDC 1278 Kids from low income families need good care.

4 FPDC 1134 Low income family can't afford to pay extra money for child care.

4 FPDC 1250 Most child care is around $650 and subsidy only covers around $500, which is hard if you are a low income earner.

4 FPDC 1200 Personal income reasons are important. The amount the single parents pay is too high and it should be decreased. The government should give the day cares the money so parents don't have to worry about applying monthly.

4 FPDC 1325 Sometimes I can't even make the extra seventy-five dollars I have to pay.

4 FPDC 1288 The more you make, money is taken off for subsidy. By getting a raise at work, you get put in a different price bracket for subsidy. And then I have to make up the difference for care.

4 FPDC 1218 The situation is very close to our income.

4 FPDC 1320 There's a lot of families out there that can't go to work because of the high cost of day care and low minimum wage.

4 FPDC 1011 When the centres close for PD days I have to subsidize it.

4 FPDC 1091 When you don't have a large income it is sometimes hard to pay for everything.

4 FPDC 1169 Without government funding you couldn't afford day care. There are other things to pay as well, such as mortgage, food. We need affordable day care because we need to work in order to have any quality of life.

4 NPDC 1031 Because I have friends that say most of their cheques go to child care.

4 NPDC 1405 Because I'm a single mother and I'm not employed or in school right now.

4 NPDC 1179 Because while paying for day care some people are also paying for other extra activities as well.

4 NPDC 1266 Because without further subsidizing child care it is hard for low income earners to get ahead.

4 NPDC 1229 I am on my own now and it makes it tough.

4 NPDC 1127 I'm low income and I can barely afford food. If my day care cost goes up I simply can't afford it.

Appendix 1.5 Responses to Long Answer Questions

4 NPDC 1021 It seems like the most reasonable option.

4 NPDC 1397 It would make it easier on the budget.

4 NPDC 1202 Low income families shouldn't have to scrape by.

4 NPDC 1111 Most families have more than one child and the cost of living is so high.

4 NPDC 1453 People struggle with their other finances. It's hard when I am a single parent.

4 NPDC 1192 The government considers me as making too much money and I'm a single parent just getting by.

5. Assist in the recruitment, training, and retention of child care workers.

5 FDHO 1252 Child care is a profession that is almost as structured as teaching. It has a lot of demands and a lot of stress.

5 FDHO 1253 Enforcing safety regulations are most important.

5 FDHO 1304 I feel that the staff with First Aid and proper training are safe.

5 FDHO 1373 I think the more childcare providers we have the more our children will get out of it.

5 FDHO 1318 Seems to be a lack of support for care providers.

5 FDHO 1129 We need experienced workers.

5 FNDC 1439 Because a lot of child care workers don't have adequate skills.

5 FNDC 1052 Because if they are not adequately trained and paid they don't have much dedication to the job and therefore less energy to deal with the children.

5 FNDC 1034 Because it ties in with all the others. Better wages means happier staff, better service and higher retention of staff

5 FNDC 1323 Fully qualified people, provide a safer environment for our children.

5 FNDC 1462 The facility that my daughter was at, they changed child care workers 3 times in 1 year. They should be more qualified child care workers.

5 FNDC 1409 To get the best of the group more education is better.

5 FNDC 1297 We want people with qualifications taking care of our children.

5 FNDC 1411 Workers should be trained to their fullest capacity. They should perhaps look elsewhere to find qualified persons.

5 FPDC 1086 Better qualified care workers will be able to provide better service to our children, so that parents can feel more comfortable as well.

5 FPDC 1146 I think that there are people out there that could work in child care, but the wages are low. I think the government should help subsidize the wages.

Appendix 1.5 Responses to Long Answer Questions

5 FPDC 1137 It's too much to afford when on a low income.

5 FPDC 1290 The more qualified workers the better.

5 FPDC 1205 We need more child care workers and facilities.

5 NPDC 1139 At the day care they had different workers all the time. I think the children didn't get a chance to get used to a certain worker.

5 NPDC 1044 Because there are a few child care workers that are not fully trained and don't watch the children that well.

5 NPDC 1046 Because there is a high turnover in this industry and the children become attached to the workers.

5 NPDC 1356 Child care workers should have proper levels.

5 NPDC 1408 I don't think some workers are qualified.

5 NPDC 1172 I think the children deserve to bond with their child care workers. Some of the workers leave the day care after getting to know the children.

5 NPDC 1345 If people are interested in child care as a profession they should be assisted through school.

5 NPDC 1093 If we don't have properly qualified people it's not going to matter how much funding is in child care. Better qualified people, the better off our children are.

5 NPDC 1369 It is important knowing that my child is in good hands and in good care.

5 NPDC 1025 Our children are being raised by child care workers therefore they need to be educated.

5 NPDC 1132 Some of the workers don't have their First Aid and the Early Childhood education.

5 NPDC 1352 There is not enough incentive to keep the workers at one location

6. Support the use of community schools by child care programs or after school programs.

6 FDHO 1240 If the school had after school programs until 5:00 PM that would be great. I pick my son up from school and bring him to the day home. He is only 5-years-old. I would not let him walk to day care.

6 FDHO 1294 It would give the children more options than say, just what the day cares can offer.

6 FDHO 1186 My child will require after school care

6 FNDC 1377 Because it is hard for a lot of working parents to be able to pick their children up after school and take them to the day care. It would be easier if they just stayed at the school.

6 FPDC 1321 I think it's important for kids to do something after school rather than going home or when their parents are at work.

Appendix 1.5 Responses to Long Answer Questions

6 FPDC 1224 I think the majority of the schools should have programs for after school children. It's difficult for parents to leave work, pickup their children and bring them to day care.

6 FPDC 1454 It would be great to have an after-school in the schools. Having qualified people run these programs would be great.

6 FPDC 1182 It would decrease the load on day cares. It would be better for the kids if everything could be at their school and they would not have to go to a day care. Also, people would pay less if schools were used.

6 FPDC 1427 My daughter is close to school age, and having more of a positive and educational place to go after school would be beneficial for our children.

6 FPDC 1005 My son goes to Hidden Valley School, which is out of town, and there is no child care after school there so he has to be picked up and taken to child care.

6 FPDC 1434 Our society does not have enough positive things for our children to do after schools. They are surrounded by negative things. If there were more after school programs, my daughter could go there and not take up space at the day care, where someone else could put their child who needed to.

6 FPDC 1341 The community needs more after school care.

6 NPDC 1443 Because children need a place to go after school.

6 NPDC 1231 Because it is important for kids to do activities after school.

6 NPDC 1348 Have more programs so children can have fun and get along.

6 NPDC 1059 If there was more after school care less children would need to be in day care.

6 NPDC 1459 It helps me with my school schedule.

7. Improve the enforcement of existing regulations governing licensed child care.

7 FDHO 1054 Because in a previous day care I have seen neglect and staff not being properly trained.

7 FDHO 1248 Day care centres need to be more heavily monitored because parents don't know what is going on.

7 FDHO 1222 I would like to see the regulations at my day home.

7 FDHO 1119 Knowing that our children are safe makes parents feel better.

7 FNDC 1098 Knowing that where your child is going for the day is a safe environment.

7 FPDC 1085 By what I've heard and seen. To keep an eye on violence and bad language.

7 FPDC 1367 For the safety in general of our children. They need a secure safe environment.

7 FPDC 1432 I feel they are not regulated enough from centre to centre.

Appendix 1.5 Responses to Long Answer Questions

7 FPDC 1066 If the Child Care Service Unit had more funding they could check to see if the children had a clean and safe place to be in.

7 FPDC 1282 Knowing that they are safe.

7 FPDC 1393 Some of the current rules and regulations need to change.

7 FPDC 1061 To make sure that the children are safe.

7 NPDC 1213 All the child care funding comes from the regulations.

7 NPDC 1178 I didn't know if the child care was actually following the regulations and if they were being monitored.

7 NPDC 1419 I had my children in a day care that was not organized, the staff were not very fit for child care. The environment was just not good.

7 NPDC 1375 Kids spend so much time away from parents, it is like a second home. They need to be in a safe and secure place.

7 NPDC 1188 People will slack off if there isn't proper governing.

7 NPDC 1237 They should look into the background of all child care workers.

8. Increase the wages of child care providers.

8 FDHO 1194 Because if they are not paid enough, turnover is too high.

8 FDHO 1030 Because it connects with all other actions. There is high turnover and it is hard to retain staff as the wages are too low.

8 FDHO 1060 Because it is a lot of work caring for 5 to 6 children a day.

8 FDHO 1217 Because it is hard work.

8 FDHO 1050 Because they are paid next to nothing.

8 FDHO 1322 I'm not sure how much they make, but they should be getting good pay for the work they do.

8 FDHO 1195 If the child care providers were paid more we would have more of them going to school for that.

8 FDHO 1384 If the wages were increased, day cares would be able to keep qualified staff longer. There is too much of a staff turnover.

8 FDHO 1339 If they are paid better they will take care of my child better and stay longer at the daycares.

8 FDHO 1329 It is very tough for day care centres to keep workers at the amount they're getting paid.

8 FDHO 1425 It would decrease staff turnover.

8 FNDC 1177 Because I think they do a lot of work.

8 FNDC 1238 Because child care workers are currently on a low income.

8 FNDC 1133 Because they work hard from 8 AM to 6 PM and are busy every day. They deserve more.

Appendix 1.5 Responses to Long Answer Questions

8 FNDC 1096 Child care workers should have certain levels of education. Child care should be equally as important as teaching and should come under "education".

8 FNDC 1382 I know they start workers at minimum wage which is too low.

8 FNDC 1435 If you pay more, you will draw in good people who want to stay. If they stay longer they get to know each child. Once they know these children, friendships and bonds can form with the children and their families. They know my children and how to be with them and what to expect from them. They know how to deal with my children and then we can work together. We are losing too many good people.

8 FNDC 1279 Low wages are probably the reason why it is hard to keep people in the profession.

8 FNDC 1376 So as staff would be more committed to upgrading their education and staff turnover would decrease.

8 FNDC 1301 The pay is low for day care workers.

8 FNDC 1412 The workers work hard and should be paid accordingly.

8 FNDC 1223 We need more consistency and the child care workers should be paid better wages.

8 FPDC 1438 Because child care workers work harder than any other profession.

8 FPDC 1116 Because people are more motivated to go and do a good job when they are paid well.

8 FPDC 1065 Child care providers are not getting enough. They are paid a little amount. They put out more than they bring in.

8 FPDC 1331 I am making $11.00/hr at level 1. I was taking care of 8 4-year-olds by myself. It is stressful and a lot of responsibility for a pathetic low wage.

8 FPDC 1166 I don't think they get paid enough for the amount of work they do.

8 FPDC 1152 I don't think they get paid enough for what they do.

8 FPDC 1276 I think that child care workers should be paid more because they are developing the livelihood of our children, caring for them.

8 FPDC 1122 I think the child care workers aren't getting paid enough.

8 FPDC 1401 I think they should be paid more.

8 FPDC 1001 It is important so as good workers are retained and turnover is lowered.

8 FPDC 1012 It would stop the high turnover.

8 FPDC 1291 Paying workers more will provide parents with better service.

8 FPDC 1035 So as properly trained staff stick around longer, which is very important for the children.

Appendix 1.5 Responses to Long Answer Questions

8 FPDC 1225 The child care workers are with children all day. They have to feed, change and play with kids all day.

8 FPDC 1233 The do a very important job, raising our children at a very critical age. But if the child care workers can't make ends meet they can't stay in the field of work.

8 FPDC 1390 The pay that they receive doesn't reflect how much work they do and how important their job is.

8 FPDC 1092 The workers are underpaid. I think you get what you pay for and the quality then is a concern. Low wages mean high staff turnover, which is not good for the children or the day care.

8 FPDC 1239 They are very underpaid and they look after our children all day.

8 FPDC 1296 They are very underpaid for the work they do.

8 NPDC 1254 Because I would be willing to pay more to ensure that my child gets the best quality staff he can.

8 NPDC 1245 Because child care workers are doing an important service and get paid very little. If they were paid better they may stay longer.

8 NPDC 1043 Because high staff turnover is distressing to the children.

8 NPDC 1243 Because if there is high staff turn around due to low wages it is hard to build good programs and develop good relationships with the children.

8 NPDC 1414 Because if wages are raised the workers will stick to their job.

8 NPDC 1269 Because their job is very hard.

8 NPDC 1298 For the amount of work that they do they should be paid much higher. They are raising other people's children.

8 NPDC 1076 Happy workers create a happy environment.

8 NPDC 1353 I am a child care provider and it would be nice to get a generous wage for the amount of work I do.

8 NPDC 1309 I think it's great for them to stay at their job.

8 NPDC 1147 I think more money should be put into wages for staff.

8 NPDC 1429 I was a child care worker for 20 years, they need to be paid more.

8 NPDC 1016 If the staff at child care centres are happy then the kids are happy.

8 NPDC 1396 If the wages were increased it would also solve the other action I rated five which has to do with the retention of child care workers. Child care workers would be willing to stick around if they were paid more. Our day care is having a heck of a time keeping workers and part of this is because of wages they are paid. A lot of these workers come from Montreal where they are paid way more. They come here only to leave to go back to Montreal. We are losing a lot of qualified day care workers. We just lost another woman who is excellent.

8 NPDC 1392 If they got paid more they would stay with their job.

Appendix 1.5 Responses to Long Answer Questions

8 NPDC 1446 If they required more training and skills and therefore got paid more you would end up with more people in the profession that actually love this kind of work.

8 NPDC 1346 It is hard to keep the workers consistent. There is very high turnover.

8 NPDC 1226 It is the hardest job to do because they are in care for 10 hours. I think about the staff's well-being.

8 NPDC 1181 It will keep the child care workers at the job longer too.

8 NPDC 1118 It would increase the number of people wanting to go into child care. It would also improve the environment the children are in.

8 NPDC 1204 More wages for staff means less fluctuations in staff and more stability for the children.

8 NPDC 1004 The work child care providers do is the most important kind of work, yet they are paid the least.

8 NPDC 1258 The workers are working so hard but don't get paid well.

8 NPDC 1105 These child care workers are doing such an important job they should be paid better.

8 NPDC 1212 They are the lowest paid workers and their job is the busiest.

8 NPDC 1145 They don't like the pay so they leave the job.
Too many new workers very few months.

8 NPDC 1300 They work hard and should be paid accordingly.

8 NPDC 1379 Workers need to be given more incentive to want to stay and be in that field of work.

Appendix 1.5 Responses to Long Answer Questions

Q12 What can CCS unit do to improve service to you?

Family Day Home Clients

FDHO 1159 Be more courteous and understanding when it comes to medical issues.

FDHO 1342 Be nicer to the clients.

FDHO 1257 Because I am a single grandmother they should give me more subsidy.

FDHO 1335 Don't cut their funding

FDHO 1420 Educate the staff more.

FDHO 1144 Explain the process better. Make the service understandable.

FDHO 1074 Give out more funding for low income families.

FDHO 1186 Hire some staff that can do the job. It is pathetic and I have never seen a more pathetic organization. I don't like the re-applying. They do not take the time to do a good job. They are quick to cut you off, but it takes one month to approve again. Hire more staff that are more understanding.

FDHO 1428 I often get "no answer" or voicemail when I call them. Therefore there should be more staff to answer general questions.

FDHO 1304 I think that the unit should consider other bills (expenses) that I have rather than looking at my income only.

FDHO 1329 Increase the amount of subsidy. It's very tough to make ends meet.

FDHO 1318 List the day cares that have vacancies.

FDHO 1195 Look at individual cases and not only specific subsidy forms. Have more child care in the area of Northlands.

FDHO 1131 Make a program that all Yukoners understand.

FDHO 1019 Make it easier to obtain the subsidy.

FDHO 1456 Make it so the clients have easier access to speak to the supervisors. It takes way too long to speak to the supervisor, sometimes days. I don't want to deal with the receptionist. When parents have complaints or issues they should be able to speak to someone immediately.

FDHO 1030 Make the guidelines on who is eligible for subsidy clearer. Be more knowledgeable and considerate of the financial needs of child care providers when advising parents on the subsidy application. Be clearer about deadlines for subsidy applications and provide support beyond child care legislation for child care providers.

FDHO 1108 Move out of Quartz Road. There is no safe walkway for parents with young children to walk on. It is just not convenient.

FDHO 1194 Nothing

FDHO 1307 Nothing right now.

FDHO 1362 Nothing right now.

Appendix 1.5 Responses to Long Answer Questions

FDHO 1175 Nothing right now. Keep it the same.

FDHO 1330 Nothing, I'm satisfied.

FDHO 1113 Nothing.

FDHO 1183 Nothing.

FDHO 1410 Nothing.

FDHO 1023 Nothing.

FDHO 1033 Nothing; they are doing a good job.

FDHO 1249 Parents should be informed better about changes to the parental contribution each month.

FDHO 1190 Provide more day care for after school kids.

FDHO 1240 Provide more funding.

FDHO 1244 Raise the amount of subsidy given.

FDHO 1333 Raise the amount of the subsidy

FDHO 1206 Take into account my gross income and my other expenses such as bills, rent, food and clothing as a single parent when calculating the subsidy amount I qualify for.

FDHO 1460 There are too many people waiting on a list for child care. There should be more day cares, day homes and child care workers too.

FDHO 1374 There is a lack of training or formal education. Have more qualified workers working there. It would show a more professional atmosphere.

FDHO 1436 There should be better cooperation with the maintenance enforcement unit. There is a lack of communication here.

FDHO 1280 They could have a community meeting.
They need to consult with parents and workers more often.

FDHO 1156 They could have someone behind the desk to answer phones and questions at all times. They could be more understanding to single parents.

FDHO 1222 They didn't tell me that they took my payments back from the day care. I had to give them my pay stubs from November 2005. The lady at the Child Care Services Unit was rude and hung-up on me. She accused me of not bringing in my stubs and now I can't afford to pay $500 for one month of child care.

FDHO 1322 They need someone there to meet my needs. I tried to call the unit a number of times and got nowhere. I then found out that they had one worker working that day.

FDHO 1054 They need to be more accessible. It is hard to get a hold of them to see if things have been approved. They need to make it easier to find out the criteria for the subsidy, for example the income cut-offs. They should increase the subsidy limit.

Appendix 1.5 Responses to Long Answer Questions

FDHO 1060 They need to look at the other bills that parents have (for example, rent or mortgage payments) and not just their wages when deciding on the subsidy.

FDHO 1036 They should take more information into consideration when figuring out subsidies. There should be a council of 2 to 3 people that looks at every situation on a case-by-case basis.

FDHO 1384 Things aren't cross referenced. The staff are not very organized. Things need to be more organized.

FDHO 1164 To help more single parents that are trying to work. Increase funding for single parents that are working full time.

FNDC 1376 Better support for the day cares. More education and training courses for day care workers and to raise the current level of pay.

First Nation Day Care Centre Clients

FNDC 1052 Come and visit me sometimes and give me some help because I am a grandmother.

FNDC 1435 Continue providing the service.

FNDC 1270 Decrease the cost of the child care

FNDC 1409 Extended day care hours for those that have to work, particularly for seasonal workers.

FNDC 1223 Have more qualified workers who know what they are doing. They always seem to mysteriously lose my subsidy forms, 3 times.

FNDC 1042 I know that our day care director has had some communication problems with the unit. They should open the lines of communication.

FNDC 1279 It is fine the way it is.

FNDC 1098 It should be known that you can phone the Child Care Unit to voice your concerns about day cares. Most parents don't know that you can phone.

FNDC 1315 It would be great if they can approve funding for babysitters.

FNDC 1107 Make subsidy process easier, streamline the administrative process.

FNDC 1133 More funding.

FNDC 1412 Nothing

FNDC 1259 Nothing, I have no problems

FNDC 1377 Nothing, I'm pretty happy with the service.

FNDC 1198 Nothing.

FNDC 1265 Nothing; it's good.

FNDC 1365 Pay more attention to the files of the applicants. Every time I reapply I feel Like I have to remind them of who I am.

Appendix 1.5 Responses to Long Answer Questions

FNDC 1034 There needs to be more subsidy. The Yukon Government should give more money to Health and Social Services. They are also understaffed so this issue should be addressed also.

FNDC 1197 They could be open longer hours, for example either earlier in the morning or later in the afternoon. If you are working it's hard to see anyone there without taking time off work.

FNDC 1096 They should base the subsidy on the number of dependant children in a family not solely on the number of children in care.

FNDC 1439 They should provide more training for child care workers and more services for working mothers.

For Profit Day Care Clients

FPDC 1086 Be a little bit more flexible when it comes to getting your application in on time.

FPDC 1116 Be happy when people go in there.

FPDC 1228 Be more accountable and open when it comes to calculations. Calculate proper. I would like to see chart of income verses subsidy.

FPDC 1432 Be more careful where they send letters because they sent my ex-sister-in-law's subsidy forms to my address.

FPDC 1390 Be more human orientated rather than business orientated. Make the process for applying for subsidy easier.

FPDC 1135 Be more open regarding complaints about child care workers.
Be more flexible with holding spots open for children whose parents can care for them for brief periods.

FPDC 1200 Change the re-application form, it is a hassle applying monthly. I have 2 children, only one is in child care. I have to sign one month prior and I am off work because of surgery.

FPDC 1225 Extend the child care centres to a later hour.

FPDC 1056 Getting subsidy more quickly and promptly. Not having eight people deal with one file.

FPDC 1424 Have a more thorough assessment of application and not have to apply every month. Sometimes my husband is working and sometimes he is not. If he has a contract one month we don't get funding, if he doesn't, we do. They need to put all considerations into fact when processing applications.

FPDC 1205 Have surprise visits to the day home, day cares. I saw some very dirty day care facilities.

FPDC 1219 Have the rates keep up with the cost of inflation.

FPDC 1123 Help out when my income changes. My marital status has changed and they are cutting me off child care. We would have to pay $1500.00/month out of our pockets. We can't afford it.

FPDC 1085 I did have to reapply every three months and every time I had to get a letter from Family Services when they already had ten letters. They should have approved for me for a year.

Appendix 1.5 Responses to Long Answer Questions

FPDC 1332 I have no complaints

FPDC 1319 I think the location of the unit is too far to go when applying for subsidy.

FPDC 1325 I think they are good.

FPDC 1401 I think they need more workers.

FPDC 1092 I'm a full time student but sometimes I need to work. When I'm looking for work they will only pay for part time care. When that happens I either have to drop the full time care which will give up that spot or pay for it myself.

FPDC 1437 Increase funding for single income families. They need to also look at the total debts of each family (including rent).

FPDC 1220 Increase subsidy amount. I can't afford day care and I had to quit my job. I was barely making it. They need to help us parents try to keep our jobs and not worry about child care subsidy. It is not a subsidy if they cut parents off child care.

FPDC 1331 Increase the child care worker's wages.
Screen the people who work with children more.
Have more unexpected visits to the child care centres.

FPDC 1296 Increase the subsidies for low income parents.

FPDC 1065 Increase wages for child care workers.

FPDC 1029 It would be nicer if the subsidy was available to more families.

FPDC 1276 Lay out clear details for applications to make it smoother and more understandable.

FPDC 1011 Look at a subsidy for PD days because they add up.

FPDC 1393 Look at the current rules and regulations when children go to kindergarten and no longer need full time child care positions.

FPDC 1061 Make it easier for low income families to use child care, not be limited to day cares, but other programs with educational things in it.

FPDC 1182 Not make me reapply every six months. They know I am on Welfare and have an injured back. It is hard for me to get paperwork in because it is hard to walk. Until the call comes from my social worker saying I am no longer needing subsidy - I don't think I should have to fill out the same paperwork. It would save them time as well.

FPDC 1233 Nothing

FPDC 1320 Nothing right now.

FPDC 1152 Nothing, I'm satisfied with their service.

FPDC 1022 Nothing, the service is fine.

FPDC 1334 Nothing.

Appendix 1.5 Responses to Long Answer Questions

FPDC 1067 Nothing.

FPDC 1218 Nothing.

FPDC 1427 Nothing.

FPDC 1239 Nothing.

FPDC 1053 Nothing. I am thankful for their service.

FPDC 1024 Nothing. Their service is pretty good.

FPDC 1174 Offer more funding; subsidy pays only so much and I had to pay the rest. I think it wasn't affordable.

FPDC 1130 Offer more help with subsidy. Make it easier to get subsidy.

FPDC 1066 Regularly visit the day cares to see if they are clean.

FPDC 1109 Speed the process up. Let the parents know information right away, don't wait for days.

FPDC 1288 Taking less off the subsidy whenever you go up in pay. A dollar or so raise does not make much of a difference. The more that is taken off, I have to pay that amount myself. It is almost not worth it, getting a raise.

FPDC 1073 The could offer a day care subsidy to parents even if they are not working. As a single parent you need to have a break from your children so that you can do things such as clean your house, re-energize yourself so you can provide better care and also so you can plan activities for your children. I work at the day care part time so that I can have my children in care and get the breaks and support I need.

FPDC 1151 The subsidy should lower the prices of day care cost.

FPDC 1278 Their service is pretty good.

FPDC 1012 There are a lot of problems being a casual worker. They require a lot of information (not just pay stubs) to get the subsidy going.

FPDC 1005 There isn't anything; they are currently really good.

FPDC 1314 There's no consistency in what they require in the forms for self-employed parents.

FPDC 1224 They are short staffed and they never do follow-up calls to parents. It is frustrating when they never update parents. If they had more staff, perhaps this would be done.

FPDC 1295 They need to be a little more personal. Have better contact with the people who go through the child care service unit. I had mailed something in one time and they never got it. They did not call to tell me or ask me about it. I had to call them and find out.

FPDC 1146 They need to change the self-employment form for people who are in the trades industry, make it more applicable. I think reapplying is a bit of a problem for some people.

FPDC 1015 They need to educate people more and increase their awareness of programs and services.

Appendix 1.5 Responses to Long Answer Questions

FPDC 1155 They should extend the time for parents that are trying to find a job.

FPDC 1026 They should make the time you have to reapply for subsidy longer than six months.

FPDC 1260 They should properly screen the workers. I want to know what kind of people were taking care of my sister.

FPDC 1124 Train and recruit more child care workers and up the wages for child care workers.

FPDC 1321 Train the staff better.

FPDC 1001 When applying for the subsidy, parents should not have to jump through so many hoops. Particularly when the parents are self-employed it becomes very difficult.

Non Profit Day Care Clients

NPDC 1258 A parent they are really good. The should look at the cap on the subsidy amount. Maybe it should go up.

NPDC 1243 Applying got the subsidy is a long process. It is unclear about who (the provider or the parent) do what.

NPDC 1145 At this point, nothing.

NPDC 1213 Don't cut the child care cost.

NPDC 1396 Easy, redefine what part-time and full-time work means. I can understand they don't want people to abuse the system, but I can only work two hours too many. My kids only go two days a week. I am penalized because of the extra two hours. I am losing one hundred and fifty dollars in subsidy a month. I certainly don't make that in two hours. It would make sense if my kids went full-time and I worked full-time. The amount of subsidy should be based on my wages and how much money I take home.

NPDC 1375 Faster processing time of subsidy application.

NPDC 1103 Give less paperwork. I am always behind on them.

NPDC 1178 Give me more information.

NPDC 1359 Have full-time staff; I seem to be dealing with a new person all the time.

NPDC 1459 Have more after school child care for working teen parents.

NPDC 1277 Have on the subsidy form that if you make a certain gross income you don't qualify. Otherwise you go through the process only to be denied.

NPDC 1371 Have transportation available to and from the day care.

NPDC 1044 Help get all child care workers fully trained.

NPDC 1414 Hire more inspectors. When applying for subsidy the process takes too long. They should speed up the process.

Appendix 1.5 Responses to Long Answer Questions

NPDC 1299 Hire more staff to go out into the day cares to check and make sure everything is as it should be.

NPDC 1009 I don't have any problems with their service.

NPDC 1345 Improve their clarity. I have noticed inconsistency when applying for the subsidy. The wording on documents needs more clarity. I often get different answers from different people.

NPDC 1105 Increase regulations for day cares to make sure that the staff are properly trained.

NPDC 1147 Increase subsidy rates.

NPDC 1429 Increase the subsidy, make availability for middle income families to have subsidy. When you have a mortgage it is tight on the monthly income.

NPDC 1309 It would be helpful for me to know how they determine the subsidy. How much subsidy would I get?

NPDC 1171 Lengthen the amount of time before you need to redo the paperwork to get the subsidy. Renewing it every six months is too much.

NPDC 1202 Let me get an estimate of how much I have to pay with my income for subsidy.

NPDC 1221 Make no mistakes and don't calculate maintenance money. A mistake was made and they did not tell me. They should be more clear.

NPDC 1076 More funding for child care, whether it be in wage increases or programs.

NPDC 1111 More inspections to the day cares on a regular basis, and more often.

NPDC 1463 No, it's pretty good.

NPDC 1419 Not really.

NPDC 1093 Nothing

NPDC 1031 Nothing really.

NPDC 1306 Nothing right now.

NPDC 1161 Nothing right now.

NPDC 1027 Nothing they do well in the dealings I've had with them.

NPDC 1316 Nothing, I am satisfied with the service.

NPDC 1038 Nothing.

NPDC 1230 Nothing.

NPDC 1211 Nothing.

NPDC 1397 Nothing.

NPDC 1369 Nothing.

Appendix 1.5 Responses to Long Answer Questions

NPDC 1025 Nothing.

NPDC 1348 Nothing.

NPDC 1059 Nothing.

NPDC 1043 Nothing.

NPDC 1353 Nothing.

NPDC 1346 Nothing.

NPDC 1452 Nothing.

NPDC 1179 Re-look at the prices of day care.

NPDC 1453 Send a letter to remind parents to re-apply.

NPDC 1356 Single parents should have full child care subsidy. I would like more programs for children from ages 6-year-old and up. There is no programs for these ages in Whitehorse.

NPDC 1002 Smile more and be more cheerful.

NPDC 1150 The overall management of the unit could be better staffed. It seems that the unit is understaffed.

NPDC 1226 The quality of staff needs to improve.

NPDC 1408 The staff should be more helpful in calling people back right away if they need information, not waiting for days.

NPDC 1245 There should be more follow-up when you apply. They send out letters with no explanation, they should provide more information.

NPDC 1465 There should be more time allowed to get your papers into the office.

NPDC 1016 They are pretty accommodating, but they could make it more accessible to people on low incomes.

NPDC 1392 They could be more consistent with their monthly payments to the day cares.

NPDC 1254 They need more coverage for the parents in day care, particularly in the summer months.

NPDC 1443 They need more staff available to answer questions.

NPDC 1192 They need more staff.

NPDC 1018 They need more staff. Even though this is a small community we have a lot of kids.

NPDC 1046 They need to look at what they classify as high income families and perhaps raise the limits for parents with two children.

NPDC 1127 They need to make it easier. They should have one form, that's it. Since I've been on Social Assistance, it's running around, phoning, and jumping through hoops. They need to make it easier, especially for low income families.

Appendix 1.5 Responses to Long Answer Questions

What if we have no phone or I get a job and need the money immediately for day care?

NPDC 1004 They need to monitor day care centres better and follow through on complaints.

NPDC 1446 They should adapt their language to someone who doesn't know the system well.

NPDC 1132 To have more staff available at all times so someone would keep track of information at all times.

NPDC 1229 Try to be empathetic towards clients.

NPDC 1273 When they notify you of a change they should leave it for about a month so you can adjust to it. They seem to change things too quickly.

NPDC 1262 Widen the range for applying for funding so that even parents who both work can have a decent amount of subsidy. Even if both parents are working, minimum wage is so low. They don't take into consideration everything else that you pay for as well, like rent, food, and transportation.

Appendix 1.5 Responses to Long Answer Questions

Q13.1 Yes, description of problems experienced with the Child Care Services unit?

Family Day Home Clients

FDHO 1156 A staff member has called me and accused me of lying about how many children I have. They (staff) have no right to accuse me of anything.

FDHO 1374 Being looked at as not being able to give the care and love that a mother could give. It seems that I am discriminated against for being a single father.

FDHO 1030 Being told that there was no rush in getting in a subsidy application when it actually delays my child care provider being paid.

FDHO 1426 I am a casual employee and my wages are based on whether I am there or not. During the time I had to show what I was earning to the child care services unit there was a statutory holiday included which made my net income increase. So I got a letter saying that my parental contribution has risen from $115 to $225/month. Wrote a letter explaining this and haven't heard anything. It has been 2 weeks.

FDHO 1248 I am out of work and I was told to look for work only when my son is in school. During spring break though, I was caring for him and I was told I would receive subsidy for half a month, but then I was told I would not get it.

FDHO 1019 I had a hard time getting the child care subsidy and knowing the amount that I will get.

FDHO 1302 Not all the staff treat you the same. Some staff are nice but others are rude. They don't try to take the time to understand me or to explain things so I can understand them. When I complained about having to pay two different day cares at the same time I was told that that's just the way it is. I don't think that is right.

FDHO 1089 The day home I was using before had to close and we ended up having to move 4 times. So we had to do paperwork 4 different times and no one knew what the other worker from the child care unit was doing. They were not organized.

FDHO 1186 The forms get passed from desk to desk and there is no one to deal with immediate forms. They can cut you off and it takes a long time to get approved. They are supposed to help us, but really they are not.

FDHO 1329 The unit is not consistent. We were not contacted right away about information that was needed on our application.

FDHO 1384 There was a miscommunication problem. I would have to re-send in paperwork that was already done by the day home. And the day home owner was not receiving her cheques on time because the child care unit was not organized.

FDHO 1222 They did not calculate my income proper and now I am stressed because of their mistake. They should do their job proper. How many mistakes are they going to make?

FDHO 1240 They did the calculations wrong and I had to go back to the office 4 to 5 times.

FDHO 1050 When one of the staff from the unit rang up one day my friend's husband, who was over at my place, answered the phone. I was then accused of living with a male.

Appendix 1.5 Responses to Long Answer Questions

FDHO 1131 When you call the service there are different workers that ask you the same questions over and over again. There are no consistency and it is very complex.

First Nation Day Care Centre Clients

FNDC 1052 Because I am not the legal guardian of the child that sets up a problem and I get no help from Social Services. I am a grandmother that is about to retire and there is nothing put aside for me.

FNDC 1223 Child care subsidy lost my forms. The first time they approved me. It took three times for me to get approved. I know several people who said the exact same situation. This is becoming a repeat of what I went through. They did not approve me three times because they said I did not fill in my applications. I dropped the forms off and they lost the forms, but did not admit to it. Something should be done.

FNDC 1177 I sent an application in to the unit without some information and they didn't contact me about this. They should be more informative.

FNDC 1042 I was told that I never filled in a form (which I had) and as a result my subsidy was cancelled. I had to go to the Minister to get it sorted out. It was then resolved.

FNDC 1382 There was some confusion between my subsidy and my "ex's" subsidy. He had a subsidy and I also had a subsidy. They had it confused for three months.

FNDC 1462 They lost my subsidy forms before.
They always need to see my pay stubs even if there are no changes.

For Profit Day Care Clients

FPDC 1220 I had a job, but I had to quit because I could not afford to pay for care. They say they are there to help parents and yet they deny applications or cut you off. When I was down and out I had no choice to quit because no one else could take care of my child.

FPDC 1390 I had joint custody with my daughter's father and he would not go down and sign the papers for subsidy without being hassled. So I had been told that my daughter could only attend half of the time at day care. It took 5 months to convince them that I was the main parent in my daughter's life, and her father had nothing to do with her, before they would give me full subsidy.

FPDC 1086 I had put my application in late for subsidy and was denied funding. I had to come up with extra money to pay for it.

FPDC 1437 I initially had my application for subsidy approved, then I got promoted, and therefore earned more money so I reapplied. I was then declined. I had a colleague though, that was earning more than me who was approved so I had to reapply and was approved.

FPDC 1321 It was a complicated issue to separate me and my spouse's subsidy files. They made it very hard to separate our files during a divorce.

FPDC 1015 Late notifications and no pre-warnings before suspending benefits.

FPDC 1001 Not following up on a child pornography investigation on a child care worker in a day home; in particular the day home owner's response to the situation. In the same day home the owner had "boyfriends" moving in regularly and there was drugs brought into the home too. These people should have been

screened as if they were residents of the home. There should definitely be better regulations on these day homes.

FPDC 1200 Several years ago I was accused by an unknown person. They froze my child care during a long weekend that I had to work. They should have called me first and not freaked me out. I had to talk to a lady for an hour and told her this is my situation. They should have been professional and phoned me first, instead they believed someone else.

FPDC 1130 They're not giving me any subsidy right now. My common-law is presently looking for a job. There are others out there looking for a job and are receiving subsidy.

FPDC 1291 We had applied for subsidy and were denied. I was a little confused as to why and it was later explained to me. The woman who explained it though could have been more courteous about it.

FPDC 1393 When my child went to kindergarten full time his after school care went down to a half-time position. The child care services unit told me that my subsidy would go from $450 to $225 because my son is in day care for less than 100 hours. I was concerned that this would mean he would lose his position at the day care centre. I had to write to my MLA about this. There are a lot of people in a similar position.

FPDC 1056 When sending in the applications for the subsidy, I often have to take in more forms as they are often lost or misplaced.

Non Profit Day Care Clients

NPDC 1150 A consistency with subsidy payments.

NPDC 1262 Application process was very slow.

NPDC 1245 At times I have not received all the necessary information. There also hasn't been adequate follow-up.

NPDC 1359 Every time I re-apply my subsidy always changes.

NPDC 1226 I experienced preconceived notions by a staff; they made me feel 2 inches small.

NPDC 1002 I had a few problems mainly when it was in the old building, particularly with the speed of processing of paperwork and keeping track of it.

NPDC 1396 I have had lots of problems with them. Somebody should be bilingual at Child Care Services. Now I don't know if this is the fault of the Unit or the fault of the day care, but every two months I have to phone Child Care Services Unit because the day care is not being paid. I have to always phone on the day care's behalf because of a language barrier. The workers at the day care can't figure out the system or what they are supposed to do. Finances are hard to discuss in your first language, let alone your second language. I have to continually get involved which I shouldn't have to do. We do have a full-time French day care, so somebody should speak French at the Unit. At least they should bring in someone part-time who speaks French.

NPDC 1171 It was hard to initially get the ball rolling on filling out the paperwork. I had to wait.

NPDC 1356 My wage increased by $100.00 and child care subsidy decreased by $100.00

Appendix 1.5 Responses to Long Answer Questions

NPDC 1299 Paperwork being lost. Subsidies not coming in when approved, and having to re-approve it when it has already been approved. Very limited enforcement of policies in day cares. Too much paperwork and not enough field work.

NPDC 1446 They had two files on me and therefore were asking me for double documents before they worked out what was going on. This gave me a lot of run around.

NPDC 1443 When I go there, there isn't always someone there to answer my questions.

NPDC 1229 When I spoke to someone there she just said, "Well, that's just the way it is." It is like she did not care about my situation.

NPDC 1204 When determining subsidy the unit only looks at 'part-time' or 'full-time' and nothing in between. It would be better if they had a 'three-quarter' time category for those earning just over part time wages.

Appendix 1.5 Responses to Long Answer Questions

Q16.1 Final Comments

Family Day Home Clients

FDHO 1308 Child care providers are not compensated enough.

FDHO 1426 Child maintenance is not included as a taxable income but is included when it comes to calculating subsidy. It don't think this is right.

FDHO 1131 I am very unhappy with the system. The service in Alberta is more user friendly than the Yukon system.

FDHO 1302 I think that it should be easier to find out who to talk to if you have a complaint with the way day cares can currently charge you. There should be someone to tell these complaints to.

FDHO 1183 I wish there is more child care services that provide overnight care, special needs and clean home.

FDHO 1164 I work full time and I have to pay lots for day care. I have other bills to pay as well and I think the cost for child care should be lowered.

FDHO 1333 Increase the subsidy for single parents

FDHO 1119 Increased pay to child care workers would increase better care giving to our children.

FDHO 1436 It is not my choice to have my son in day care. I pay for my day care on the basis of a court order.

FDHO 1318 More training for care providers and a list of child care vacancies available.

FDHO 1252 No, we have covered it.

FDHO 1089 Open up more day homes so that they are not overcrowded and you don't have to wait to put your child in a day home.

FDHO 1113 Provide more funding for more day cares to open.

FDHO 1280 Q.7 The government should cover extra cost for better quality care for smaller children.
Q.8 I want it noted that in the past 12 months I have gone to three different child care places.

FDHO 1036 The Child Care Services Unit needs to have clearer and more simple communications with people and explain it to them better, particularly how much is actually subsidized and what the parents' contribution actually is. At present it is very unclear.

FDHO 1125 This survey is kind of long. It should be a short survey.

First Nation Day Care Centre Clients

FNDC 1435 Hope that all the services remain and even improve at the Child Care Services Unit.

FNDC 1042 I fully support day cares and the Government subsidizing low income families to access day care.

Appendix 1.5 Responses to Long Answer Questions

FNDC 1096 I think it is good to do surveys like this.

FNDC 1301 I think the day care should be open during the summer months.

FNDC 1034 More people should know about the system when they are starting out.

FNDC 1259 No, I am pretty happy with everything

FNDC 1052 It is important to increase the wages of child care providers because if they are not adequately paid they don't have much dedication to their job.

FNDC 1117 Raise funding for child care worker wages.

FNDC 1028 There should be a new playground built at the Trinke Zho Day Care.

For Profit Day Care Clients

FPDC 1325 Day cares should have to hand out permission slips before a child leaves the day care facility. I also feel accidents go unreported. I am finding out from my child that she was hit by another child. This should be told to me.

FPDC 1001 Day home regulations need to be looked at.

FPDC 1182 Everything is wonderful that they do. It is great for me to have this subsidy along with receiving welfare. I feel pretty lucky. I don't think we could get this in any other province.

FPDC 1386 I think that the day cares should be more understanding and flexible with their hours. Some parents hours are different than others and they don't understand that.

FPDC 1082 I think that they should increase funding for low income families. Day cares can be expensive.

FPDC 1296 I wanted to reiterate that child care workers are paid too little.

FPDC 1015 I wish I didn't have to work as much. It would be nice if there was a designated day each month where parents can spend a day at day care with their children and get paid for it! We are both the legal guardians - there is a 50-50 split.

FPDC 1357 I would like to see the child care providers have increased wages. I would like to see YTG be stronger financial advocates.

FPDC 1278 Make it easier for single parents.

FPDC 1029 More of the day cares should be judged against the standards of the Tree House Day Care because they have an excellent program and excellent staff.

FPDC 1331 My daughter told me that a child care worker was smoking in the forest while being with children, and the smoker said "run ahead". I feel that I am unheard with my concerns and I strongly agree with the screening of caregivers.

FPDC 1024 No, everything is fine.

FPDC 1065 Please pay more to workers without increasing cost to the user, which is hard to do.

Appendix 1.5 Responses to Long Answer Questions

FPDC 1053 Surveys like this are a good idea.

FPDC 1124 Thank you for paying attention to child care. Child care programs could be more individualized and more child directed. There is not enough money put into day care.

FPDC 1233 The child care workers need to be paid more. They are really, really worth it. And we do need more after school programs.

FPDC 1135 The reference checks and security clearance for child care workers should be improved. There should be a database that the public can view regarding complaints against child care workers. The hours available for child care should be extended. It seems to be restricted to day services only which is not always suitable. The government needs to step in here.

FPDC 1228 The wage increases should be targeted to higher qualified child care workers.

FPDC 1085 They did a good job.

FPDC 1174 They should offer funding for after school babysitters.

FPDC 1056 They should make it easier for split families where both parents have custody. Particularly where one parent is eligible for the subsidy and the other is not. There should be a fair split of the subsidy between the two.

FPDC 1035 It is very important to assist in the recruitment, training and retention of child care workers because properly trained staff stick around longer which is very important for the children.

Non Profit Day Care Clients

NPDC 1105 Bring in French workers from out of town, and pay them well. You get a higher pay in Quebec.

NPDC 1231 I am happy with everything.

NPDC 1188 I do this all through the mail so I don't have a lot of dealings with the Child Care Services office.

NPDC 1226 I feel like I am reminded every month like a child to give my pay stubs. It should be requested every 6 months. I did hear that a single parent male was not eligible for child care subsidy. (I think this is terrible if it is true.)

NPDC 1103 I hope that something good happens from this survey.

NPDC 1316 I informed the day care at the college that my child was going to be returning in the fall. They said they tried to call me to verify her return and at this time we were out of town, so they gave the spot to another child. I had to put her in this present day care and I'm satisfied with this day care.

NPDC 1262 I think that it is great how you guys are doing a survey.

NPDC 1221 I think the day care should be subsidized and a nanny is cheaper than daycare rates.

NPDC 1059 I was very pleased with the service received from the Yukon Government Child Care Services Unit. I was under unusual circumstances and the staff

member went out of her way to process the application the same day. I was very pleased by this.

NPDC 1027 I would like to see better funding, more programs for the children and better research into the backgrounds of people responsible for caring for children.

NPDC 1356 I would like to see older children in after school programs instead of having them in day care. My children are too old for child care and there is nothing for their age group. I had to quit my job for 1 year because they did not have child care on weekends.

NPDC 1150 If I wasn't subsidized by Child Care Services I couldn't afford it.

NPDC 1346 It is a valuable service for people that need it. Any funding provided should be either maintained or increased.

NPDC 1181 It is an important service for low income families.

NPDC 1171 More programs for children should be implemented, such as gymnastics and exercise to build them up and get them prepared for school

NPDC 1139 My children are no longer in day care. I took them out in December.

NPDC 1055 Taking care of single low income earners, providing good child care programs and caring for special needs children are all important.

NPDC 1179 Re-look at the prices. I disagree with the price range.

NPDC 1446 The high cost of day care would be justified if the workers were paid more.

NPDC 1127 The run around I have to do because of being on Social Assistance is very difficult. I'm sometimes very depressed and it's hard. They need to provide care for an evening out for parents. I could attend a class on how to deal with stress.

NPDC 1408 The subsidy doesn't take into consideration other bills. They should consider vehicle, mortgage and other bills.

NPDC 1018 They need to look at the subsidy particularly the inclusion of child support payments (which are not taxable) but through which I get penalized. I therefore have more out of pocket expenses through paying a higher parent contribution so it is hard to make ends meet.

As for Q.10, I am unable to choose any actions as being more or less important than another. They all are important. Not one action deserves less attention than another. Each benefits or provides something that is presently not available now.

NPDC 1002 We need more day cares and more options. We need more care workers who are mature and make us parents feel comfortable by enforcing discipline.

NPDC 1202 Funding for children with special needs should be increased. I know someone with a special needs child and they need to pay a lot more.